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| **MICKLEOVER SURGERY**  **JOB DESCRIPTION** |

**JOB TITLE:** Medical Receptionist/Care co-ordinator

**LOCATION:** Mickleover Surgery

10 Cavendish Way

Mickleover

Derby

DE3 9BJ

**REPORTS TO:** Reception Lead, Assistant Practice Manager & Practice Manager

**HOURS:** 20 hours per week

1. **DESCRIPTION OF THE ROLE:**

The purpose of this role is to greet patients and visitors to the practice in a courteous and efficient manner; respond politely and effectively to booking requests, telephone queries and enquiries and carry out a range of administrative tasks in order to ensure a high standard of service delivery to the practice population.

1. **DIMENSIONS:**

The post holder will be required to handle small petty cash payments occasionally. The post does not carry responsibility for any budgets and has no line management responsibility.

1. **KEY RESULTS AREAS:**

To deliver an efficient, effective reception service to patients of the practice working within the guidelines of practice policies and protocols.

* To provide the first point of contact for patients and visitors to the practice in an efficient and professional manner.
* To handle requests for appointments and home visits in line with agreed practice protocols and procedures ensuring appropriate allocation of clinical resources to support an efficient appointment system.
* To handle patient queries and enquiries efficiently and effectively.
* To receive and communicate messages for clinicians and other members of practice and attached staff accurately and in a timely manner.
* Respond to requests for test results from patients, strictly adhering to guidelines on patient confidentiality.
* Maintain accurate computerised patient records.
* Register new patients on to clinical system in line with practice protocols.
* Amend registration detail ie change of address, name, in line with practice protocols.
* Scan clinical documents.
* Process death notifications, including sending cremation forms, invoice, medical examiner referral, coroner referral and death certificate.
* Actioning incoming emails.
* Actioning requests via the dashboard.
* Signposting when booking appointments, including DUCC appointments, Pharmacy First and First Contact Physio.
* Processing tasks in a timely manner.
* To be responsible for the preparation of premises for surgery, ensuring that all consulting rooms and public areas are tidied after each surgery session to provide a welcoming environment for patients, visitors and health care professionals. To ensure that all consulting rooms are kept locked when not in use.
* Recalls in line with practice protocols.
* Document processing, coding and inputting clinical data accurately and in line with practice protocols.
* Patient deductions.
* Processing work received from PCSE via the link.
* Handing & processing requests for reports, holiday cancellations etc in line with practice protocols.
* Booking of clinical appointments from waiting lists, learning disability reviews, cancer reviews, housebound reviews and med review appointments.
* To be mindful of health and safety issues ensuring both public and private areas of the practice premises are kept safe and free from hazards at all times.
* To leave premises tidy and secure and to check that the telephone system is on night service before vacating the premises.
* In accordance with instruction, carry out any relative duties which may be requested by the doctors, practice nurses, reception supervisor, assistant practice manager or practice manager and which may be properly deemed to form part of the role of the receptionist in general practice.

1. **GENERAL RESPONSIBILITIES OF ALL PRACTICE STAFF:**

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
* In the performance of the duties outlined in this Job Description, the post holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

The post holder will assist in promoting and maintaining their own and others health, safety and security as defined in the practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.

**Equality & Diversity:**

The post holder will support the equality, diversity and rights of patients, carers and colleagues to include:

* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming towards the individual, is non-judgemental and respects their circumstances, feelings, priorities and rights.

**Quality:**

The post holder will strive to maintain quality within the practice and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet the needs of patients.
* Effectively manage own time, workload and resources.

**Communication:**

The post holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

The post holder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

1. **KNOWLEDGE SKILLS & EXPERIENCE:**

* Educated to at least GCSE level.
* Understanding, acceptance and adherence to a strict code of confidentiality.
* Knowledge of Primary Care and the NHS.
* Computer literacy. Good working knowledge of Microsoft Office applications.
* Excellent face-to-face communication skills.
* Excellent telephone manner.
* Ability to handle difficult situations in a professional manner.
* Good organisational skills.
* Ability to handle information received both written and verbally and to disseminate details accurately.
* Ability to file and retrieve hard copy documents and electronic data accurately and in a timely manner.
* Understanding of Health and Safety in the workplace.
* Ability to work within a team environment.

1. **COMMUNICATIONS & WORKING RELATIONSHIPS:**

**Internal**:

GP Partners and employed GPs

Locum Doctors

Practice Staff

Attached Staff

PCN Staff

**External:**

Patients of the practice

Hospital Departments/Clinics

Pharmacists/Pharmacy staff

Derby & Derbyshire ICB

Social Services

East Midlands Ambulance Service

1. **CHALLENGES OF THE ROLE:**

* To remain calm and prioritise tasks whilst working in a busy environment, frequently dealing with competing demands from both patients and members of the practice and attached team.
* To maintain a professional attitude in all communication with patients and members of the practice team.
* To adhere to a strict code of confidentiality, respecting patient confidentiality at all times.