**GENERAL PRACTICE STAFF BANK**

**MEDICAL RECEPTIONIST**

**JOB DESCRIPTION**

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| **Job details** | | |
| Job Title: | Bank Staff – Medical Receptionist | |
| Salary: | Variable – dependant on individual GP Practice | |
| Hours/Contract: | As and when, Casual Worker | |
| Department: | General Practice Staff Bank | |
| Location: | Various locations across Cornwall | |
| **Job summary / purpose** | | |
| To provide a point of contact to receive, assist and direct patients and provide administrative assistant to the practice staff. | | |
| **Primary duties and responsibilities** | | |
| The duties will vary according to the practice requirements, but an outline of the duties which may be undertaken is provided below:   * Receive and make telephone calls, receiving or redirecting enquiries and taking messages as appropriate. * Provide first point of contact for patient, providing advice and guidance to ensure queries are dealt with appropriately and patients are directed to the appropriate healthcare professional. * Process and prioritise appointment requests from patients by telephone or in person in line with practice protocol. * Record requests for home visits and refer to duty doctor as appropriate. * Receive requests for repeat prescriptions and process in accordance with practice protocol. * Register new patients or record amendments to patient records as appropriate. * File medical records, hospital reports and letters as appropriate. * Photocopying, scanning and faxing documents as appropriate * Enter patient information onto the computer as required. * Providing clerical assistance as required, including word/data processing, filing correspondence, reports and results promptly, correctly and in accordance with practice protocol. * Open and close the building as appropriate, including alarms, lighting and building security. * Arrange patient transport in line with practice protocol. * Clearing consulting rooms and ensuring reception area is tidy. * Book transport for patients and ambulance services as required. * Manage internal/external post. * Maintain stationary and other stocks in reception and consulting rooms. * To support with the administration of the Covid vaccination clinics as required, including booking patients, updating databases and managing patients attending clinics. | | |
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| **Freedom to act** | | |
| The Post holder is responsible to the Practice Manager in the Practice they are working and must work under their direction. | | |
| **Working conditions / effort** | | |
| Unavoidable adverse working conditions   * Continuous VDU use * Mental Effort (concentration, dealing with interruptions, need to meet deadlines) * Emotional Effort (exposure to distressing/emotionally demanding situations) | | |
| **Corporate requirements and Responsibilities** | |
| **GENERAL**   * **Confidentiality:** In line with the Data Protection Act 1998 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the terms of engagement. This legal duty of confidentiality continues to apply after a Casual Worker has left the General Practice Staff Bank. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties. * **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. This includes the Health and Safety requirements of Kernow Health CIC and the individual Practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice. * **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy, as well as the Health and Safety policy of the practice they are working in, and actively participate in this process, having responsibility for managing risks and reporting exceptions. * **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training. * **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free. * **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice. * **Confidentiality:** The Post Holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty.   Please note:  Rehabilitation of Offenders Act   * This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions | |

**PERSON SPECIFICATION**

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| Post: | **General Practice Staff Bank – Receptionist** |

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

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| **Attributes** | **Requirements** | | **Method of Assessment** |
| **Essential** | **Desirable** |
| **Qualifications, training & professional membership** | GCSE maths and English grade C/4 or above |  |  |
| **Knowledge & experience** | Previous customer service experience  Microsoft Office applications | Working in general practice  Working in healthcare setting |  |
| **Skills & abilities** | Work under pressure  Excellent communication skills – verbal and written  Attention to detail  Ability to work as a team  Ability to prioritise workload    Organisational skills  Ability to maintain confidentiality | Previous experience of SystmOne, EMIS or Microtest.  Understanding of clinical coding |  |
| **Personal qualities** | Resourceful  Professional  Flexible  Adaptable  Friendly |  |  |
| **Additional circumstances** | A criminal record check satisfactory to the organisation. |  |  |