

JOB DESCRIPTION

1. Post Title: **Receptionist**
2. Coordinated by: Reception Manager
3. Accountable to: The Practice Manager
4. Liaises with: The partners, other Practice personnel, patients, other members of the public and visitors.
5. Job Purpose: To ensure the provision of a high standard of reception service to the Practice's patients and others; to ensure the provision of a comprehensive clerical service to support the clinical work of the doctors and nursing staff.
6. Principal Responsibilities:

A Reception Duties

1. To deal promptly and appropriately with incoming telephone calls, ensuring that the work arising from such contacts is carried out in an efficient manner.
2. To be responsible for maintaining the computer diary of appointments for patients wishing to attend surgeries of the partners in accordance with laid down procedures.
3. To maintain the computer diary of appointments for the practice's nursing staff, and other clinical staff when required, in accordance with laid down procedures.
4. To be responsible for ensuring that the medical case notes are available for the Partners' surgeries and for the practice's nursing staff and to re-file the notes promptly thereafter (This activity is continually reducing with the move towards paperlight, and now forms only a small part of this post.)
5. To ensure that the electronic filing of reports etc. on medical case notes is undertaken in accordance with the laid down procedures
6. To register new patients and ensure that the required information is entered on the computer' clinical management system.

7. To be responsible for ensuring the organisation of appointments for new patient health checks and the initiation of other activities concerned with the Practice's income.
8. To organise patient transport.
9. To ensure that all incoming messages and faxes are relayed to the correct recipients using the correct procedures and in a timely manner.
10. To undertake such other duties as are required by the partners in support of a high standard of service to the Practice's patients.

B General

1. To be responsible for receiving and sorting the mail for the Partners and Practice personnel in accordance with laid down procedures.
2. To ensure that all external mail is franked and otherwise prepared for collection.
3. To be responsible for the entry of specific patient activity data into the computer in accordance with procedures to be implemented.
4. To act on the doctors' annotations of the electronically circulated mail by ringing the patient, pulling written notes, or entering information into the patient's computer record, according to GP instructions and written protocol.
5. To maintain the waiting area in a tidy and safe state.
6. To relieve the partners of unnecessary clerical work through the provision of an effective support service.
7. To ensure all practice policies and statutory requirements are implemented and complied with.
8. To review Lablinks input and complete any necessary action. To action Practice notes and letters on workflow.
9. To carry out such other duties as may be necessary for the efficient performance of the Practice and with specific reference to the Reception service

B. Administration Duties

1. To carry out a variety of administration duties as assigned by either Practice Manager or IT Manager which could include filing, following up unpaid income, audit, writing cheques for payment of invoices and inputting of information into computerised system.