**Job Description**

**Job Title: Primary Care Receptionist**

**Hours:** Bank
**Salary:** £12.60 per hour

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| **Job Summary** |
| As a PC24 Receptionist you will be the first point of contact for our patients and visitors. You will need to have excellent communication and listening skills and be able to deal objectively and professionally in a calm and approachable manner when liaising with patients, staff, healthcare professionals and outside agencies. Previous experience of working in a GP practice is desirable but not essential. |
| **Key Responsibilities** |

* Open premises and complete security checks, ensure all clinical rooms are prepared at the beginning and end of each day and perform the closure procedure to set alarms and lock premises (as and when required)
* Demonstrate respect for the rights, privacy, dignity, and needs of patients and colleagues contributing to a culture of safety and well-being within the practice.
* Ensure that all patients and visitors at reception are greeted professionally and politely and log their arrival into the clinical computer system to record attendance
* Maintaining a professional and empathetic manner with patients, especially those who are vulnerable
* Support patients who may have concerns or require assistance
* Assist and direct patients in accessing the appropriate service and/or healthcare professional in a courteous and efficient way
* Facilitate appointments on the clinical computer system
* Managing patient records, including updating information
* Working collaboratively with other members of the healthcare team including external services
* Processing of routine and emergency queries to clinicians and other colleagues with clear and concise detail
* Attention to prompts for outstanding long term condition monitoring, and active promotion of invitations for review
* Action requests for prescriptions on the clinical computer system according to the prescribing protocol
* Managing all incoming mail to the practice, scanning relevant documentation on to the correct patient record
* Process and facilitate new patient registrations and changes of details
* Provide operational support to the onsite clinical team
* Keep tidy the workspace and waiting area
* Be familiar with and adhere to PC24 Standard Operating Procedures.
* Ensure all relevant information is communicated to incoming staff through a robust handover.

**Other duties**

* Share best practice knowledge with colleagues to promote continuous improvement
* Participate in annual personal development reviews and take responsibility for own continuing professional development
* Ensure Information Governance policy is adhered to at all times
* Ensure that all incidents, complaints, and safeguarding concerns are reported appropriately to the Assistant Operations Manager, using the available reporting mechanisms correctly
* Ensure that any Health and Safety concerns are raised to the Assistant Operations Manager
* Promptly report any IT or Security issues to the Assistant Operations Manager
* Undertake any other appropriate ad hoc duties as requested by the Assistant Operations Manager and/or Primary Care Operations Manager

**Personal specification**

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| Education and training | Essential | Desirable |
| Educated to GCSE Level C in literacy and numeracy or equivalent work-based experience | þ |  |
| Knowledge, skills, experience, and other relevant criteria | **Essential** | **Desirable** |
| Able to demonstrate excellent communication skills with a wide variety of people | þ |  |
| Accuracy and attention to detail | þ |   |
| Able to demonstrate excellent customer service skills | þ |   |
| Excellent keyboard skills | þ |   |
| Patient focused, ability to show patience, empathy, and compassion  | þ |   |
| Able to problem solve and think clearly in pressured situations | þ |  |
| Previous experience in a similar role | þ |  |
| Good working knowledge of medical terminology |  | þ |
| Demonstrable experience in dealing with sensitive and confidential information | þ |  |
| Experience of using EMIS Web | þ |  |
| Previous experience of working in a healthcare environment | þ |  |
| Ability to work autonomously and initiate/self-direct own workload | þ |  |