Medical Receptionist

**Person Specification**

“Forward thinking” team player with excellent communication skills (written and verbal) and fluent I.T. user would be most suited to this position. Essentially must have excellent customer service skills, be calm under pressure, and ability to multitask and priorities workload.

The NHS environment is demanding and constantly changing and individuals who can embrace and manage multiple changes would be suited to this position. Discretion and Confidentiality are essential qualities for this post.

Knowledge of READ codes or System One computer system is desired but not essential.

**Purpose of Job**

To provide an extensive range of administration /reception duties at Grange Medical Centre

**Location of Job**

Grange Medical Centre has a branch, and the new recruits will be required to work at either or both location

* Grange Medical Centre, 1 Horton Grange Road, Bradford. BD7 3AH – Main Surgery
* Oaklane Surgery, Westbourne Green Health Centre, 50 Heaton Road, Bradford. BD8 8RA – Branch Surgery

**Background**

A friendly team with excellent working conditions and caring ethos. We serve patients living in BD7, BD8 and BD9 (please check our website ( [(drsyedzaidiandassociates.nhs.uk)](https://www.drsyedzaidiandassociates.nhs.uk/))

**Organisational Benefits**

NHS Pension scheme eligibility

DBS and Occupational health check will be carried out on successful applicant.

How to apply:

Please read all the information prior to application, particularly the **essential criteria**. If you fulfill the specification apply in writing and include your CV to [ravinder.khan@bradford.nhs.uk](mailto:ravinder.khan@bradford.nhs.uk)

Closing Date: 15/07/2022 If you have not heard by Monday 18/07/2022 you have not been successful. Interviews will take place on 18/07/2022 – 20/07/2022

**Medical Receptionist**

**Receptionist Duties**

* Polite and professional Front of House meeting and greeting
* Run surgeries, deal with patient enquiries ( in person and on telephone)
* Significant telephone admin; request for appointments, home visits, etc
* Book appointments to extended access service
* Manage requests for “online services”
* Take clear and concise messages with all relevant detail’s records and designated spot
* Maintain patient safety and patient confidentiality
* Process repeat prescriptions using practice protocol
* Liaise with local chemists as appropriate
* Book ambulances (and record as per protocol)
* New patient and temporary patient administration
* Telephone liaison with secondary care providers and laboratories chasing up appointments and results
* Ambulance bookings
* General enquiries

**General Admin Duties**

* Remember smart card and passwords for security
* Manage computer generated tasks on daily basis
* Tidy/ update computerised records for Data Quality.
* File and retrieve manual medical records when required
* Promote patient surveys and newsletters
* Clinical Recall and Administration letters
* SMS messages to patients (reminders etc)
* Signpost patients to services ( eg Carers Resource, social prescriber , pharmacist)
* Contribute to practice performance targets
* Validate instructions from hospital letters and raise with GP where appropriate
* Attend relevant training to meet the requirements of the role and improve skills
* Log IT faults and problems to helpdesk ( Tel 03452682600)
* Use NHS intranet email facility for info, instructions, amendments etc
* Report all Information governance incidents
* Maintain data security at all times (clear desk procedures, lock out computers etc)
* Daily post duties ( open mail, stamp etc) and mail all post at end of shift
* Photocopying
* Update patient registration details on computer(tel numbers, addresses etc)
* Prepare appropriate documentation for clinics, e.g. send appointments, complete forms, prepare consent forms etc
* Open and close premises (lock doors, set alarms, close and lock windows)
* Occasional home working when business needs dictate.

**Other Duties**

* Attend mandatory training
* Attend any work-related training as required
* Agree a Personal development plan at annual appraisal
* Attend General staff meetings
* Make refreshments and maintain tidy kitchen area
* Maintain tidy workspace
* Report all incidents or near miss incidents to line manager (admin or clinical)
* Any other duties deemed appropriate by line manager

**Medical Receptionist**

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| **Job Requirements** | **Essential /Desirable** |
| **Qualifications/Training:**  Good level of general education including qualifications in English and mathematics ( equivalent to GCSE Grade C or above) | E |
| **Experience:**  Experience of working with the general public  At least 2 years reception/clerical work  Previous employment as medical receptionist  Familiar with GP clinical system “System one” | E  E  D  D |
| **Skills /Knowledge**  Ability to use a telephone system, taking and recording accurate bookings and messages  Good keyboard/IT skills  General office skills, fax , photocopier, scanning , shredding  Familiar with Medical Terminology  Familiar with System one ( GP software) and Read Codes  Ability to deal with urgent situations that may arise  Prioritise workload  Awareness of General Data Protection Act and Information Governance principles  Flair for IT  Recognise importance of confidentiality | E  E  E  D  D  E  E  E  D  E |
| Personal Qualities:  Demonstrate excellent interpersonal and communication skills  Must be able to work on own and as part of a team  Be pro active and willing to learn | E  E  E |

BASIC TERMS AND CONDITIONS

POSITION Medical Receptionist

Employers Dr Syed Abbas Zaidi

Practice Manager Mrs Ravinder Khan

Contract Type Fixed Term

Location Grange Medical Centre / Oaklane Surgery

Hours\* 14.00 – 18.00 hours Monday to Friday

Total 20 to 25 hours per week

Starting Salary depending on knowledge and experience

Contract Type Permanent

Holiday 20 days plus 8 bank holidays

Pay details monthly by BACS

Holiday year 1st April to 31 March

Sick pay SSP only

Maternity pay SMP only

NHS Pension Yes all employees eligible for NHS pension scheme