

JOB DESCRIPTION



Job Title: Medical Receptionist

Job Grade: Admin & Clerical (Practice Grade 3)

Location: West Practice, Springfield Medical Centre

Responsible to: Practice Manager/Office Manager

Summary of post:

- To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other members of the health care team.
- To provide efficient administrative support to the practice team while creating a welcoming and positive impression for patients and visitors, both in person and over the telephone.
- To assist and guide patients in accessing the most appropriate service or healthcare professional in a courteous, effective and professional manner.
- To carry out a range of administrative tasks to help ensure the smooth running of the practice, including clerical and secretarial support for clinical and other team members.

Main duties and responsibilities:

- Staffing the reception desk, answering telephone calls, arranging appointments, handling general enquiries, and directing patients to the most suitable healthcare professional using care navigation protocols.
- General administrative duties including giving out results to patients, processing and distributing incoming/outgoing mail including scanning clinic letters, results, reports and forward to appropriate clinician using workflow optimisation protocols.
- Summarising and read-coding medical records.
- Accurately processing repeat prescriptions.
- Accurately using IT systems, including Vision, Docman, and other NHS software, for appointment booking, record management, and document workflow in line with practice protocols.
- Ensure that records and any documents relating to clinical procedures are completed in a timely manner.
- Ensure that computer back-up is undertaken according to practice protocol.
- Processing new patient medical records and importing/exporting medical records via Practitioner Services.
- Participating in any training programme required as part of the role.
- Undertaking any other duties appropriate to the post as requested by GP Partners and Management.

- It should be noted that this job description is not exhaustive and will include any other duties of a similar nature that may be required from time to time.

Confidentiality:

- Patients may share sensitive personal and medical information with us in confidence. Patients have the right to expect that all staff respect their privacy and handle information appropriately.
- In performing these duties, the post-holder will have access to confidential information relating to patients, carers, practice staff, and other healthcare professionals. This information must always be treated in the strictest of confidence.