**JOB DESCRIPTION**

**JOB TITLE: Receptionist/Patient Coordinator**

**REPORTS TO: Operations Manager**

**HOURS: 25-30 hours per week**

**SALARY: £10.50 per hour**

**Job summary:**

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

**Job responsibilities:**

* Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice.
* Deal with all general enquiries, explain procedures and make new and follow-up appointments.
* Using your own judgment and communication skills ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
* Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
* Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
* Enter requests for home visits onto the visit list ensuring careful recording of all relevant details and where necessary refer to on-call doctor.
* Action repeat prescription requests and ensure that they are ready for collection by the patient within 48 hours, either on the computer or manually.
* Advise patients of relevant charges for private (non-General Medical Services) services, accept payment and issue receipts for same.
* Enter patient information on to the computer as required.
* Patient notes and correspondence:
  + Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to.
  + Ensure records are kept in good repair with all necessary information on the outside cover clearly visible.
* Premises:
  + Open up premises at the start of the day and make all necessary preparations to receive patients.
  + When last to leave at the end of the day, ensure that the building is totally secured.
* Undertake any other additional duties appropriate to the post as requested by the Partners or the Management Team.

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
* In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation.  All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & safety:**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

* Using personal security systems within the workplace according to practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Actively reporting of health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role.
* Reporting potential risks identified.

**Equality and diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/professional development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality:**

The post-holder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patient’s needs.
* Effectively manage own time, workload and resources.

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the implementation of services:**

The post-holder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.

**ELTHAM MEDICAL PRACTICE**

**EMPLOYMENT APPLICATION**

This form may not allow sufficient space for provision of the information requested, or other information you feel would be relevant to the application. If this is the case, please include additional sheets.

**PERSONAL DETAILS:**

|  |  |  |
| --- | --- | --- |
| **Post applied for:** | | |
| **Where did you see the post advertised?** | | |
| **Surname:** | **First Name(s):** | |
| **Address:** | | |
|  | | **Postcode:** |
| **Telephone No: Daytime: Evening:**  **E-mail address:** | | |
| **Are you legally eligible for employment in the UK? Yes / No** (delete as applicable)  **Do you require a work permit to work in the UK? Yes / No** (delete as applicable)  *Please note that prior to making an offer of employment, we are required by law to verify documentary evidence (and maintain copies for our files) regarding a candidate’s eligibility to work in the UK. This applies to all applicants regardless of nationality/origin.* | | |
|  | | |

**CURRENT (OR MOST RECENT) EMPLOYMENT OR WORK EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| Title of Post  Number of Hours worked per week: | | |
| Name and Address of Employer | | |
|  | | Postcode |
| Nature of Business | Date of Appointment | |
| Salary and Hourly Rate  (Full time equivalent) | Period of Notice / Contract End Date | |
| Summary of Duties Responsibilities  Reason for Leaving: | | |

**PREVIOUS EMPLOYMENT** (most recent first - you may include unpaid work)

Please give a brief explanation of any periods of unemployment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer’s Name and Address | Title of Post Held |  | Date  From | Date  To | Reason for leaving |
|  |  |  |  |  |  |

**EDUCATION AND QUALIFICATIONS** (most recent first). Include details of any qualifications for which you are currently studying/expect to attain.

|  |  |  |  |
| --- | --- | --- | --- |
| Schools, Colleges Universities or other Training organisations | From\* | To\* | Programme of study/examinations taken (with levels and grades) |
|  |  |  |  |

\* Inclusion of qualification dates is not compulsory

**PERSONAL INTERESTS/HOBBIES**

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**REFERENCES**

Please give the name, address and telephone number of two people who would be willing to give you a reference. If you are currently or have recently been in employment, one of these should be your current or last employer. If not, a referee should be a person who can make a statement with regard to your character, e.g. a school or college teacher. Referees must not be members of your family or related to you in any way.

|  |  |  |
| --- | --- | --- |
| Name | Name | |
| Job Title (if applicable) | Job Title (if applicable) | |
| Address | Address | |
| Postcode | Postcode |
| Telephone | Telephone | |
| How does this person know you? | How does this person know you? | |
|  |  | |

**INFORMATION IN SUPPORT OF THIS APPLICATION**

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| In your own words, describe the sort of work you think you would be asked to undertake if you were successful in getting this job:  Please use the space below explain why you would be a good applicant for the post, including any experience you have gained, skills you have to offer (for example, IT skills) and personal qualities. This may include work and voluntary/domestic activities (e.g. school committees, charity work). Please relate your comments to the job description and advertisement.  Please continue on an additional sheet if necessary |

|  |
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| If you are selected for interview, are there any reasonable adjustments you would need us to make to make it easier for you to attend?  **Yes / No** (delete as applicable)  If yes, please give details:  **Please note that Eltham Medical Practice operates a non-smoking policy covering all practice premises** |

**APPLICANT’S DECLARATION**

I hereby give my consent, in connection with this application, for all previous employers, educational institutions and references to be contacted to obtain and verify the accuracy of information provided by me in support of this application.

I understand that any misrepresentation or material omission made by me on this application will be sufficient cause for cancellation of the application or immediate termination of employment, whenever it may be discovered.

I understand that Eltham Medical Practiceis permitted to hold personal information about me as identified on this application form as part of its recruitment procedures and personnel records.

**Note:** Eltham Medical Practiceis an equal opportunities employer and does not unlawfully discriminate in employment. No information provided by the applicant will be used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by law.

|  |  |
| --- | --- |
| **Applicant’s signature:** | **Date:** |

**DIVERSITY MONITORING INFORMATION**

|  |  |
| --- | --- |
| Date of birth: | [optional – you do not need to complete this] This page will be removed from the application papers prior to assessment and is used only to monitor recruitment processes |

**Please tick the box which best describes your cultural & ethic origin**

|  |  |  |
| --- | --- | --- |
| □ White British | □ Black British | □ Indian |
| □ White Irish | □ Black Caribbean | □ Pakistani |
| □ White European | □ Black African | □ Bangladeshi |
|  |  | □ Chinese |
| □ Other white origin  Please specify: | □ Other black origin  Please specify: | □ Other Asian origin  Please specify: |

|  |  |
| --- | --- |
| **FOR OFFICE USE ONLY** | |
| Date application received: | Interview: Yes / No |
| Shortlist Yes / No | Notes on references: |