

## Medical Receptionist

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Company: Chaldon Road Surgery

Location: Caterham

Category: other-general

### Job summary

Chaldon Road Surgery is looking for a medical receptionist to join their existing team of receptionists.

If you love a challenge and work well in a busy environment - this may be the perfect job for you!

### Main duties of the job

The role of the medical receptionist is 80% telephone work so it's important to have a great positive telephone voice as you will be communicating with patients and other healthcare professionals. The receptionist will greet patients on arrival, book appointments and help with any questions regarding medication, appointments, other healthcare services, etc.

Some days can be very busy and it's important to communicate with other staff members and support each other at all times. Excellent communication skills are needed and the ability to multi-task.

There is some admin work involved with docman, emails, tasks, temporary registrations, some referrals and liaising with GPs and other healthcare professionals.

Candidate must be reliable and have a caring and personable disposition

Full training is given, however if you have experience in this role, this would be beneficial.

### About us

Chaldon Road Surgery is part of the Warlingham Green Medical Practice with Warlingham Green and Whyteleafe Surgery being the other two sites within the East Surrey PCN.

Each site in Surrey has their own set of registered patients, with Chaldon Road having a patient list of approximately 7,000. All 3 sites can access the same patient list.

At Chaldon, we currently have 18 permanent staff which consists of 5 GPs (1 being a Partner), 1 Advance Nurse Practitioner, 2 Practice Nurses, 1 Healthcare Assistance, 5 Receptionists, 1 Secretary, 1 Administrator and 1 Practice Manager.

We have various other healthcare professionals who work at the surgery on different days at the Practice; Adult and Child Mental Health Advisors, MSK Practitioner, Clinical Pharmacist, Adult and Child Wellbeing Advisors.

We have various social activities throughout the year, including our Christmas Party when all 5 sites (including our 2 sites in Croydon) get together, annual quiz night and various other activities.

Job description

### **Job responsibilities**

Chaldon Road Surgery is looking for a medical receptionist to join their existing team of receptionists.

Great surgery to work at with a great team of people

If you love a challenge and work well in a busy environment - this may be the perfect job for you!

Person Specification

### **Experience**

#### **Essential**

Experience of working in healthcare environment

Experience of working as a medical receptionist

Knowledge of EMIS and Docman

#### **Desirable**

Experience if working in a GP Practice

### **Qualifications**

#### **Essential**

GCSE grade A to C in English and Maths

#### **Desirable**

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