

Medical Receptionist

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Company: Attenborough & Tudor PCN

Location: Hertsmere District

Category: other-general

About the Role Attenborough Surgery is seeking a medical receptionist to work at all 4 of our practices on a flexible basis; Bushey Medical Centre, Holywell Surgery, Carpenders Park Surgery and Tudor Surgery. Due to our continued increase in volume of calls and new patient registrations we are looking for a receptionist who is able to work full time to meet the needs of the practice. This would involve receiving your working rota at least one week in advance for the following week. The medical receptionist will provide general assistance to the practice team and project a positive professional and friendly image to patients and other visitors, either in person or via the telephone. They will contribute towards efficiency and ensure that total confidentiality is maintained when dealing with patients and medical documentation. This role involves 95% phone work and a small amount of admin related to the calls taken. Duties will include:

Greeting and directing patients as they arrive for appointments.

Dealing with telephone requests and enquiries.

Processing repeat prescription requests.

Making appointments for practice patients with the appropriate healthcare professional.

Processing requests for home visits.

Taking and delivering messages.

Processing non NHS claim forms and private referral letters.

Collecting fees for non-NHS workers.

Updating patient computer records as required.

Informing patients of the results of test and investigations.

Filing of manuscript information, and maintenance of patients' medical records.

Testing the clarity of the telephone message in accordance with practice procedures.

Securing the practice premises and setting the alarm at close of day in accordance with practice procedures.

Receiving specimens from patients, and batch delivery to collection point.

Other "one off" essential duties deemed necessary to ensure the smooth running of the practice making tea, tidying the workplace, assisting the doctors, etc.

For full details of the role and its responsibilities please refer to the attached job specification. About the Candidate You will have the following:

A positive can-do attitude together with good team working.

A background in general practice reception would be an advantage, but is not essential.

Call centre experience will be an advantage.

A commitment to a full 2 week training programme will be required on acceptance of this role.

The post holder will need to be flexible and able to work at short notice covering holidays and sickness.

You must be able to reliably commute to Watford, WD23 2NN or plan to relocate before starting work.

About Us Attenborough Surgery is a very busy, forward thinking 6 partner, 19 salaried GP practice. We have a practice list size approximately 30,000 patients, and are based over 4 surgery sites. We are a single practice primary care network and a well established training practice, respected for its collaborative working, training, teaching, and personal development within its team. We are an award-winning, large practice with GP registrars

and medical students, as well as in house teaching. We have a team of first contact physiotherapists, pharmacists and dietitians, as well as an award-winning team of mental health workers.

Disclosure and Barring Service Check

Please note this post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

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