

## Medical Receptionist

[Apply Now](#)

Company: Chapeltown Family Surgery

Location: Leeds

Category: other-general

### Job summary

An exciting opportunity has become available at Chapeltown Family Surgery. We are looking to recruit a motivated, enthusiastic person to join our small reception team.

### Main duties of the job

First point of contact for patients contacting the surgery

Ensure that all reception duties and tasks are carried out in an effective, efficient and professional manner in line with the practices guidelines, procedures and protocols

Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice

Undertake general office and reception duties including front desk, telephone and email.

Liaise with outside agencies

Support colleagues and be a team player

Respect confidentiality and data protection rules

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

### About us

The Chapeltown Family Surgery has been serving the people of Chapeltown and Harehills for

the last 40 years. We are closely engaged with the local community. We are a small team and work together to achieve a friendly and efficient practice.

PLEASE NOTE THIS VACANCY IS NOT A SHORT TERM OPPORTUNITY.

PLEASE DO NOT REAPPLY IF YOU HAVE DONE SO WITHIN THE LAST 12 MONTHS

Job description

**Job responsibilities**

Deal with all general enquiries efficiently and courteously and when necessary in private.

Explain procedures and make new and follow-up appointments by booking, cancelling and rearranging appointments

Answering phones in a timely manner

Processing telephone requests and in person requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional

Opening post and allocating documents as per practice protocols and processes.

Dealing with prescriptions requests within the timeframe standard set.

Liaising with local hospitals, pharmacies and other health care professionals as required

Take messages, ensuring accuracy of detail and prompt appropriate delivery

Daily management of tasks and patient notes

Chasing up results for patients and dealing with urgent results for the GPs

Printing blood forms and completion of any other forms as necessary

Chaperoning patients as and when required

Safely handling / processing samples received from patients following practice protocols

Attending mandatory training sessions

Accept payment and issue receipts for relevant charges for private (non General Medical Services) services

Provide support in achieving the Practice Targets such as QOF

Maintaining full familiarity of the appointment system and request training where necessary

Registering new patients within the timeframe standard set.

Maintaining patient records up to date mainly contact numbers and address within timeframe as prescribed by the practices policy

Cover reception front of house namely checking in patient for clinics and dealing with any requests whilst adopting relevant triaging protocol

Dealing with any queries from clinicians in a timely manner

Attending team meetings

Ensure adequate amount of forms/documents are maintained at the front desk for an efficient front desk customer care process

Ensure doors are locked at end of closing shifts

Any other duties considered appropriate to the role.

Person Specification

### **Experience**

#### **Essential**

Experience in patient/customer care

Experience working in an office environment

Basic IT knowledge and experience including carrying out basic internet navigation

Experience of data entry.

Knowledge and experience of using Microsoft Office Word, Excel, Outlook

#### **Desirable**

Experience of working in primary care or a GP practice

### **Qualifications**

#### **Essential**

Essential

GCSE grade A to C in English and Maths

IT skills

### **Skills Required**

#### **Essential**

Excellent communication skills (written and oral)

Competent IT skills

Clear, polite telephone manner

Confident in use of MS Office

Effective time management

Ability to work as a team and autonomously

Good interpersonal skills

Flexible and cooperative

Ability to work under pressure

Ability to prioritise workload

[Apply Now](#)

#### **Cross References and Citations:**

1. [Medical Receptionist Unitedarabemiratesjobs](#) Jobs Leeds [Unitedarabemiratesjobs](#) ↗
2. [Medical Receptionist Chemistryjobs](#) Jobs Leeds [Chemistryjobs](#) ↗
3. [Medical Receptionist Searchamericanjobs](#) Jobs Leeds [Searchamericanjobs](#) ↗
4. [Medical Receptionist Medicaljobsnearme](#) Jobs Leeds [Medicaljobsnearme](#) ↗
5. [Medical Receptionist Viennajobs](#) Jobs Leeds [Viennajobs](#) ↗
6. [Medical Receptionist Dermatologistjobs](#) Jobs Leeds [Dermatologistjobs](#) ↗
7. [Medical Receptionist Researchjobs](#) Jobs Leeds [Researchjobs](#) ↗

8. **Medical Receptionist Ophthalmologistjobs Jobs Leeds Ophthalmologistjobs** ↗
9. **Medical Receptionist Supplychainjobs Jobs Leeds Supplychainjobs** ↗
10. **Medical Receptionist Neurologistjobs Jobs Leeds Neurologistjobs** ↗
11. **Medical Receptionist Directorjobs Jobs Leeds Directorjobs** ↗
12. **Medical Receptionist Logisticsjobs Jobs Leeds Logisticsjobs** ↗
13. **Medical Receptionist Industryjobsearch Jobs Leeds Industryjobsearch** ↗
14. **Medical Receptionist ForestjobsJobs Leeds Forestjobs** ↗
15. **Medical Receptionist Advertisingjobs Jobs Leeds Advertisingjobs** ↗
16. **Medical Receptionist Researchjobs Jobs Leeds Researchjobs** ↗
17. **Medical Receptionist SearchaustralianjobsJobs Leeds Searchaustralianjobs** ↗
18. **Medical Receptionist Free-hiringJobs Leeds Free-hiring** ↗
19. **Medical receptionist Jobs Leeds** ↗
20. **AMP Version of Medical receptionist** ↗
21. **Medical receptionist Leeds Jobs** ↗
22. **Medical receptionist JobsLeeds** ↗
23. **Medical receptionist Job Search** ↗
24. **Medical receptionist Search** ↗
25. **Medical receptionist Find Jobs** ↗

Source: <https://uk.expertini.com/jobs/job/medical-receptionist-leeds-chapeltown-family-su-b95313e459/>

Generated on: 2024-04-30 by [Expertini.Com](https://uk.expertini.com/)