

Medical Receptionist

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Company: Fernbank Surgery

Location: Lytham

Category: office-and-administrative-support

Job summary

An exciting opportunity has arisen for a highly motivated individual to become part of a forward thinking, dynamic and friendly practice located on the Fylde Coast.

This position would involve working within our established reception team. The reception team work extremely hard to ensure that patients have a positive experience when they make contact with the practice and we are seeking an individual who will be able to further enhance this team.

The position will be for 27 hours a week and will involve working Monday to Friday.

Receptionists work a shift pattern of: 07:45 - 13:15 and 13:00 - 18:30. Shift patterns for this position will be discussed / finalised at interview.

Main duties of the job

We are looking to expand our current reception team with an enthusiastic and committed individual who can demonstrate excellent communication and interpersonal skills and work effectively as part of a team.

As a member of the reception team you will need to be able to demonstrate strong verbal communication skills, be able to use your own initiative and be computer literate. The ideal candidate will have a confident telephone manner, and will possess the ability to work accurately under pressure with attention to detail.

This position will suit an organised person who thrives in a fast paced environment. As a patient facing member of the team you must be confident, polite and personable at all times whilst meeting with patients.

About us

Fernbank Surgery is a busy practice which is made up of a team of 4 very versatile partners, who are supported by a host of salaried GPs, ANPs, Clinical Pharmacists, practice nurses, health care assistants, phlebotomists, a management team and a pillar of administration and reception staff members. We are a close knit team that is able to work together efficiently and effectively to ensure that our patients receive an exemplary level of care and service from all that are part of team Fernbank.

If you are interested in the post and want to visit the Practice or find out more, please contact Kim Shaw, Operations Manager by email on .

Job description

Job responsibilities

To be responsible for undertaking a wide range of reception duties and the provision of general support to the multidisciplinary team. Duties can include, but are not limited to, greeting and directing patients, effective use of the appointment system, booking appointments, the processing of information and assisting patients as required.

To act as the central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multi-disciplinary team members and external agencies such as secondary care and community service providers.

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.

Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure administrative procedures are completed.

Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery, including,

Arranging ambulance bookings

Relay of GP advice and test results to patients

Liaison with external organisations as required

Enter requests for home visits into the visit book, ensuring careful recording of all relevant details and where necessary refer to the on call Doctor.

Action prescription requests and pass queries to the pharmacy team, ensuring repeat prescriptions are ready for collection by the patient within 48 hours.

Accept test samples from patients and deal with accordingly

Enter patient information onto the computer, using the relevant code where necessary.

Maintain adequate stationery stocks within the reception, office and consulting rooms.

Patient notes and correspondence:

- o Retrieve and re-file records as required,
- o Ensure correspondence, reports, results etc are filed or scanned promptly and in the correct file/record, ensuring that all recent correspondence is available when patients are seen.

- o Use e-mail and internal/external mail for onward correspondence as required

Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.

Premises:

- o Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.

- o When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and the alarm activated.

Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Manager.

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, to 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

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 recognises the importance of peoples 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 patients' 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 offering assistance where required to junior or inexperienced members of staff

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:

Comply with practice policies, standards and guidance

Discuss with other members of the team how the policies, standards and guidelines will affect own work

Person Specification

Qualifications

Essential

Educated to GCSE level or equivalent

GCSE Mathematics & English (C or above)

Desirable

AMSPAR Receptionists Qualification

NVQ Level 2 in Health and Social Care

Experience

Essential

Experience of working with the general public

Experience of administrative duties

Desirable

Experience of working in a healthcare setting

Skills

Essential

Excellent communication skills (written and oral)

Strong IT skills

Clear, polite telephone manner

Competent in the use of Office and Outlook

Effective time management (planning and organising)

Ability to work as a team member and autonomously

Good interpersonal skills

Problem solving and analytical skills

Ability to follow policy and procedure

Desirable

EMIS Web user skills

Personal Qualities

Essential

Polite and confident

Flexible and cooperative

Motivated

High levels of integrity and loyalty

Sensitive and empathetic in distressing situations

Ability to work under pressure

Other Requirements

Essential

Flexibility to work outside of core office hours

Disclosure Barring Service (DBS) check

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