

Medical Receptionist

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Company: Walker Medical Group

Location: Newcastle upon Tyne

Category: office-and-administrative-support

Job summary

We are looking for an enthusiastic individual to join our busy, friendly reception team. You will need to possess excellent communication skills, be professional, friendly and approachable. You'll be responsible for welcoming patients in person and on the phone and directing them to the right person or service. The role is demanding but overall, very rewarding.

The role also includes important administrative duties such as booking appointments, dealing with samples, prescriptions, updating patient records and other tasks that contribute to the smooth running of the practice.

Informal enquiries / visits are welcome. Please contact

Rewards and Benefits

25 days paid holidays plus bank holidays (pro rata)

NHS pension

No Bank Holiday and weekend working

Training and development opportunities

Main duties of the job

Ensure an effective and efficient reception service is provided to patients and any other visitor.

Assist and direct patients in accessing the appropriate service or healthcare professional.

Undertake a variety of administrative duties to assist in the smooth running of the practice.

Telephone duties; making appointments, taking home visit requests, contacting other providers, take concise and accurate messages.

Reception duties; deal with incoming patient samples, collect payments for non-NHS services.

Administrative duties; photocopying, deal with general queries and complaints (where appropriate), retrieve patient records, update patient records as required.

To have a thorough knowledge of all procedures and to work in accordance with protocols.

Report risks, significant problems and issues to the relevant person ensuring appropriate reporting procedures are followed.

Any other duties which may be required from time to time. The above list is not exhaustive.

About us

Walker Medical Group is a friendly, innovative, and patient-focused GP practice in Walker providing care to around 11,000 patients.

We are a multidisciplinary team consisting of:

5 GP Partners

5 Salaried GP's

GP Registrars

1 Pharmacist and 2 Prescription Clerks

2 Nurse Practitioners

4 Practice Nurses

3 Healthcare Assistants

1 Social Prescriber

Practice Manager

Patient Manager

Administration Manager

Reception and Admin Teams

Job description

Job responsibilities

General Responsibilities

The Receptionist will be required to;

Adapt to and support any changes that are implemented to improve the service.

Provide a caring service and to treat those with who they come into contact in a courteous and respectful manner.

Demonstrate their commitment by the efficient completion of all tasks allocated to them.

Ensure building security.

Effectively manage own time, workload and resources.

Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance team performance.

Person Specification

Experience

Essential

Possess strong IT skills.

Competent in the use of Microsoft Office and Outlook.

Well organised.

Professional.

Keen to work as a team member.

Desirable

Experience of working within a GP practice.

Working knowledge of SystmOne clinical system.

Experience of working in a healthcare setting.

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