

## Medical Receptionist

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Company: Firdale Medical Centre

Location: Northwich

Category: office-and-administrative-support

### Job summary

Due to an expansion of our team an opportunity has arisen for a parttime receptionist in our friendly and hardworking GP practice

As part of the Clinical Support team you will be involved in supporting the clinical staff dealing with both inbound queries from patients, as well as assisting outbound calls liaising with patients.

### Main duties of the job

The duties and responsibilities to be undertaken by members of the practice reception team may include:

Opening up/locking-up of practice premises and maintaining security in accordance with practice protocols

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

Processing and distributing incoming and outgoing mail

Taking messages and passing on information

Filing and retrieving paperwork

Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures

Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers

Providing clerical assistance to practice staff as required from time to time, including filing, photocopying and scanning

## **About us**

Firdale Medical Centre is a member of Northwich Primary Care Network. We currently look after over 10500 patients and also mentor and support one of the local nursing homes.

The practice is led by 3 partners; we employ 3 salaried GPs, two nurses, health care assistant, a pharmacist, pharmacy technician and musculo skeletal specialist.

We are also teaching practice supporting foundation and specialty doctors.

We like to think there is more to work than roles and responsibilities and it is essential for everyone to feel a part of the team and able to contribute to the services we provide.

Job description

### **Job responsibilities**

#### **Main Duties:**

To receive and greet patients, patients and visitors to the Practice, in a welcoming and professional manner.

To answer telephone calls in a professional manner ensuring important and appropriate information is documented and redirected accordingly.

To provide accurate and up to date information, answer the enquiries of patients and visitors where necessary seeking the advice of others, respond to and / or redirect all patient and visitor requests accordingly.

To accurately maintain and update appointment systems, booking in patients and visitors in line with practice appointments and visitors procedures.

To accurately maintain and update both computerised and manual filing systems, including: setting up new patient records on the clinical system; updating patient details; entry of identified clinical data to medical records; forwarding of correspondences.

To coordinate and arrange support services including interpreting services.

To ensure reception and waiting areas are maintained in a clean and tidy state, preparing and tidying rest and meeting areas, when requested, including the making of drinks and loading and emptying of the dishwasher.

To open and lock up the Reception area at the beginning and end of the day and to ensure the building is secure each evening before leaving and ensuring the premises are adequately alarmed.

Arrange for an ambulance for patients as and when requested by the clinician.

Notify the team leader of any equipment or IT failures or faulty equipment.

To attend meetings as required, business meeting, reception meeting and all PLT sessions.

Provide guidance and training to new members of staff to help them achieve their objectives.  
Ensure all individually attended training sessions are cascaded to all members of the reception team.

To maintain patient and staff confidentiality all times including outside of the work environment.  
To provide holiday and sickness cover for reception and other administration duties as required.  
To undertake any other duties commensurate with the scope of the role and within your skill set as requested.

Person Specification

### **Experience**

#### **Essential**

Experience of working in a fast paced environment, managing priorities.

Experience of working as part of a multi-disciplinary team.

Experience of working with people

#### **Desirable**

Experience of working in a GP practice or other medical environment in similar capacity

### **Qualifications**

#### **Essential**

GCSE grade A to C in English and Maths

Good IT skills

### **Knowledge and Skills**

#### **Essential**

Excellent customer service skills.

Good telephone manner

Resilience

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