

## Medical Receptionist

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Company: Yetminster Health Centre

Location: Sherborne

Category: office-and-administrative-support

### Job summary

**PART-TIME RECEPTIONIST Up to 24 HOURS PER WEEK**

We have an exciting opportunity to join our friendly, rural, hard-working reception team.

The position is for up to 24 hours on Tuesdays, Thursday and Fridays supporting our 3 GP partners and nursing team. We need someone with the flexibility to work a variety of shifts between the hours of 0745 and 1830. In addition to this, we will require the flexibility to work extra sessions, as we are very self-sufficient and cover each other's annual leave and sickness.

For more information, please telephone Layla Ansar on (01935) 872530 or email

Closing date: Monday 6th May 2024 - We reserve the right to close the vacancy early if we receive sufficient applications.

### Main duties of the job

You must be a good team player, a people person with excellent communication skills, have strong IT and organisational skills, be able to deal with the day to day stresses of a busy but friendly GP surgery and have an excellent ability to multi-task. If you have previous experience of working in a medical reception this would be advantageous, but not essential as we will provide full training for the right candidate.

### About us

We are a small close knit very busy team and serve a rural population of 4500 patients. We are part of the Sherborne Area Network and work together to provide services such as Covid Vaccinations.

Job description

## **Job responsibilities**

### **Duties and Responsibilities**

Telephone Duties

Making appointments

Giving out results

Ambulance transport bookings

Home visit requests

Deal with general enquiries

Contacting other providers

Reception Duties

Register new patients and temporary residents

Greet and direct patients and visitors

Making appointments

Open and scan and distribute incoming mail following procedures

Ensure outstanding queries are explained and handed over to next shift, as necessary.

Respond to needs of doctors and nurses during surgery.

Collect payments from patients for non-NHS services

Deal with general enquiries

Filing

Pulling Lloyd George envelopes when requested by doctors

Print summaries and attached documentation from patient notes for inclusion in Lloyd

George envelopes and onward transmission to health authority when patients leave the

Practice

Administration

Ensure all requests for photocopying are carried out in a timely manner

Shred confidential information on a regular basis

Ensure filing is kept up-to-date

Assist with audits as required

Type letters, reports and other documents as required by the partners, Practice manager and other team members

Liaise with hospital and community departments regarding patient care, appointments, etc, incorporating NHS e-Referral

Input and extract information from Practice computer system

Observe health and safety guidelines at all times

General housekeeping ( keeping reception and waiting areas tidy)

Any other reasonable duties as necessary

Person Specification

### **Qualifications**

#### **Essential**

GCSE Mathematics C or above

GCSE English C or above

#### **Desirable**

AMSPAR Receptionist certificate

NVQII in Customer Care

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

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