

Job Description Practice Assistant (Reception)

Hours of Work:	Part-Time (30 hours per week). Shift pattern to cover the opening hours of the Surgery as agreed by the Practice Manager
Responsible to:	Practice Manager but on a day to day basis responsible to the Reception Supervisor
Responsible for:	No staff supervision required

1. Job Purpose

The main role of the Practice Assistant (Reception) is to provide a point of contact for patients and to coordinate communication between patients, clinicians and other staff. The Practice Assistant will be positive and friendly to patients and other health professionals either in person or over the telephone.

The Practice Assistant will work to ensure the office administration runs efficiently.

2. General Responsibilities

The role of a Practice Assistant includes but is not limited to:

- Ensuring an effective and efficient reception service is provided to patients and any visitor to the Practice
- Providing administrative cover to the practice on a rotational basis during surgery opening hours
- Undertaking daily opening and closing procedures as per practice protocol ensuring that the building is tidy and secure
- Dealing with all general enquiries, explaining procedures to patients
- Making new and follow-up appointments.
 - Using your own judgement ensure that patients without appointments requiring urgent consultation are identified and prioritised according to practice policy
- Processing patient registrations according to practice procedure
- Dealing with requests for home visits ensuring information is accurate, referring to the Duty Doctor when necessary in accordance with practice procedure
- Processing requests for repeat prescriptions within the required timeframes
- Dealing with patient records, ensuring that correspondence is filed in the correct record in a timely manner
 - Undertaking electronic scanning of patient correspondence
 - Ensuring correspondence is passed to the correct clinician as per practice protocol
 - Entering read codes into patient records as necessary in accordance with practice protocol
- Receiving and making telephone calls as required, taking messages when appropriate
- Advising patients of charges relating to private medical work
- Providing relief secretarial cover when required
- Involvement in the training of students and registrars
- Undertaking any other duties appropriate to the post as directed by the Partners or Practice Manager

3. 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
- The duty of confidentiality remains with you even after ceasing employment

4. 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

5. Equality & 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 people's 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.

6. 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
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

7. 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

8. Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

9. Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Person Specification- Practice Assistant (Reception)

	Essential Requirement	Desirable Requirement
Qualifications	Good all round general education including standard grades in Maths and English (or equivalent)	Further administration qualifications IT qualifications/experience
Experience	Experience of working with the public and/or in a customer care environment or Further or Higher Education	Previous experience of working within a busy office Previous experience of working within a medical practice environment
Knowledge and Skills	Good IT skills- Proficiency in Microsoft Word and Excel Verbal communication skills Organisation/prioritisation skills Ability to maintain confidentiality	
Personal Qualities	Flexible approach and ability to cope with change Aptitude for learning new skills Customer service/ listening skills Accuracy and thoroughness in working Empathy and honesty Team player	
Other	Highly motivated Courteous and professional Calm approach Positive attitude	