# Elm Hayes Surgery

## Job Description

Receptionist

## Accountable to

Practice Manager & her assistant

The GP partners

Lead receptionist

## Duties and Responsibilities

* To observe strict confidentiality at all times
* To as a first point of contact between patients, doctors, managers, and other team members.
* To maintain a friendly and efficient working environment in which the doctors can perform their duties in full confidence that all aspects of the administration of the surgery are in safe hands.
* To operate a computerised appointment system in accordance with our Standard Operating Procedures.
* To receive and book patients, monitor the patient flow, make emergency appointments and draw to the doctors attention anyone who might require immediate attention.
* To provide and receive information face to face, on telephone, electronically, or in writing, and make sure that information I passed (where appropriate) to who needs it.
* You will be expected to investigate problems fully, before asking a GP or Nurse for advice as it may be something that you can deal with directly.
* To enter home visit requests onto the computer system, extract the patient summary print out, and bring any emergency requests to the attention of the duty doctor.
* To explain practice arrangements to new or prospective patients, and register them onto the computer system.
* To ensure forms and procedures are available for patients wanting temporary medical assistance.
* To communicate the instructions to the patient following an investigation, such as a blood test, and follow practice Standard Operating Procedures.
* To deal with repeat prescription and acute prescription requests in line with Standard Operating Procedures.
* To ensure an effective handover at change of shift.
* To keep the reception areas and offices clean and tidy and report any malfunction to senior staff.
* To maintain a safe working environment. Report any breaches or possible breaches in health and safety to senior staff.
* To be flexible and cover sickness and holiday as outlined in your contract. You will be expected to cover shifts that you do not usually work.
* Participate in discussions and suggest ways of improving the service when the opportunity arises. Troubleshoot problems and find solutions.
* Participate in training as outlined in your contract. To carry out tasks as may reasonably be asked of you by senior staff. The nature of the job is very changeable and changes should be taken with a good heart.

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