

Medical Receptionist
The Harrow Health Care Centre
BMI Clementine Churchill Hospital, Sudbury Hill, HA1 3RX

MAIN PURPOSE OF POST:

Each receptionist will work as a member of the Reception Team and will be required to participate in a shift system covering Surgery opening hours:

- 8 am and 8 pm Mondays to Thursdays
- 8 am and 6 pm Fridays
- 9 am to 12 noon on Saturdays.

Saturday shifts are currently one in four and whilst each Receptionist has a designated pattern of shifts during the week, s/he must maintain flexibility to cover for colleagues absences at short-notice and for pre-arranged holidays at other times outside their usual hours. This flexibility will include covering early morning and late evening shifts as well as those within surgery hours.

The key function of the Reception Team is to provide a first point of contact for patients, act as a focal point between patients, doctors and other medical staff and to promote and maintain the reputation of the Centre as a caring and professional organisation.

MAJOR DUTIES AND RESPONSIBILITIES

Appointments Systems Management

- Use of the eClinicalWorks computerised patient management system including booking appointments, entering new patients onto the system and uploading scanned documents into individual Patient Records.
- Knowledge of all services provided and paperwork required prior to patient seeing medical professionals
- Booking appointments and taking contact details
- Monitoring effectiveness of systems

Managing Reception Area and Consulting Rooms

- Correct door name plates in place on consulting rooms in HHCC
- Desks and waiting area are kept clear and tidy at all times
- Managing provision of refreshments available e.g. supplies of cups, magazines etc.
- Taking deliveries for the HHCC clinical and administration team

Patient Contact

- Welcoming patients arriving in reception this will also include redirecting CCH patients and visitors seeking assistance
- Receiving and making telephone calls using hands-free headset
- Checking telephone system in appropriate day/night mode at beginning and end of day
- Managing on-site and telephone patient contact simultaneously and politely at all times
- Managing repeat prescribing requests

General Reception Duties – as above plus:

- Monitoring the flow of patients into consulting rooms.
- Ensuring patients arriving for their appointments complete the necessary paperwork in advance of their appointment.
- Scanning/Filing letters, pathology results etc. into our computerised medical records
- Taking payments when the Accounts office is closed
- Responding to all patient and visitors enquiries and requests for assistance
- Taking and passing on telephone messages in an appropriate and timely manner.
- Assisting the Clinicians and Business Manager in preparing information packs, photocopying, faxing and telephone calls on their behalf and any other reasonable duties our receptionists may be asked to undertake.

Special requirements of the post:

- Adherence to patient confidentiality at all times and in all situations
- Common sense and local knowledge, to be able to respond to patient's enquiries and requests.
- Excellent oral and written English communication skills
- Neat and tidy personal presentation as appropriate for front-of-house in a professional medical organisation
- A calm, friendly, professional and efficient manner.
- Ability to multi-task and work calmly under pressure

Flexibility

- Able to provide reasonable cover for absent colleagues at both short notice and prearranged times.
- Able to remain beyond designated shift end time as and when required e.g. on designated evening shifts when consultations run beyond surgery closing time or at shift-change times
- All staff are required to take reasonable precautions to maintain health and safety in their working environment and to notify a senior colleague of any concerns or problems they experience in this connection as these arise.
- Training will be given to New Receptionists to assist them in undertaking their duties. This will initially be undertaken by working on double-manned shifts with other members of the team. Other training needs identified will be addressed in conjunction with the Business Manager & Principal GP as appropriate.

Salary Range: competitive

PERSON SPECIFICATION	Essential	Desirable
<p>Education Formal Training & Qualifications</p> <p>General Education equivalent to “A” level in English and Mathematics</p> <p>Formal Receptionist Training</p> <p>Medical Secretary or Receptionist Qualification</p>	<p>✓</p>	<p>✓</p> <p>✓</p>
<p>Previous Experience</p> <p>Significant front-of-house experience in a busy environment ideally in a receptionist role</p> <p>Experience of working in a Medical Environment</p> <p>Experience of working in a Job-share/team arrangement</p>	<p>✓</p>	<p>✓</p> <p>✓</p>
<p>Knowledge</p> <p>Demonstrable knowledge of medical terminology</p> <p>Understanding of the role of Primary Care Practitioner</p> <p>Fully Computer literate and experienced in using Microsoft office packages including word; outlook; etc.</p> <p>Accounts and appointments booking packages</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Skill Set/Ability</p> <p>Excellent interpersonal skills and the ability to work as a job-share team member</p> <p>Impeccably spoken and written English language skills</p> <p>Clear and calm telephone and face-to-face manner</p> <p>Accurate typing [for data entry] and the ability to work under pressure managing competing priorities</p> <p>e.g. dealing with patients at the desk and handling simultaneous telephone calls</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Personal Qualities</p> <p>Adaptable, approachable, friendly and flexible attitude to the requirements of the Practice and how this impacts on the role</p> <p>Willingness to learn and undergo training as necessary</p> <p>Ability to work in an open office environment with frequent interruptions</p> <p>A calm, professional and friendly manner</p> <p>Clean and tidy appearance, dressed appropriately for front of house function in a professional environment.</p> <p>A “can do” approach</p> <p>Excellent time-keeping</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Any Other Factors</p> <p>Available to work designated shifts with flexibility to remain on site at the end of the shift if necessary</p> <p>Flexibility to cover colleagues planned annual leave and any unexpected sickness absence.</p> <p>Potential future availability to work additional days to meet the expanding needs of the Practice.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	