****

**Marsh Gardens, Honley, Holmfirth, HD9 6AG**

**JOB DESCRIPTION**

**Job Title: Medical Receptionist**

**Reports to: Practice Manager & HR Manager**

**Hours of work: 29.5 hours per week**

**Job Summary:**

* Undertake a variety of administrative, reception and clerical duties within the practice, ensuring all delegated duties are carried out within the practice’s guidelines and policies.
* Receive, assist, and direct patients in a welcoming manner in accessing the appropriate service or healthcare professional within a supervised environment of the practice.
* You will undertake a variety of administrative duties and be part of a dedicated, friendly, and hardworking team.
* You will also provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via telephone.

The post-holder will be expected to undertake training, which is appropriate and relevant, to enhance and progress their role within the Practice.

**Job Responsibilities:**

The duties and responsibilities undertaken by the practice reception team will be varied dependent on current and evolving practice workload and staffing levels.

* To book patient appointment requests by telephone and in person following practice procedures.
* To book patient appointments into the Huddersfield Extended Access Service Hub.
* To ensure all messages are dealt with efficiently and appropriately and cascaded to the relevant person.
* To take requests from members of the public wishing to become patients issuing the appropriate information and application forms and advising them of the new patient application process.
* To be confident in arranging an ambulance in an emergency after taking details of the request and relaying accurate information to the emergency services over the telephone.
* To be able to process repeat prescription requests accurately in accordance with practice guidelines.
* To scan and attach documents onto the patients’ electronic medical record accurately in accordance with practice procedures.
* To process electronic referrals via the Locala website to the District Nursing Team.
* To process data entry onto patient medical records, always ensuring accuracy and security of data.
* Provide refreshments for staff and visitors as required, loading and emptying the dishwasher and keeping kitchen areas clean and tidy.

As practice processes change under the direction of NHS England etc. duties and responsibilities will evolve, and it is expected that the post-holder will undertake training in order to participate and be competent in a wide range of activities.

**Communication:**

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

* Communicate effectively with other team members, patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**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 and the practice Infection Control Policy and published procedures 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.
* Actively reporting of health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role.
* Undertaking periodic infection control training.
* Reporting potential risks identified.

**Confidentiality:**

* While 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.

**Equality and 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.

**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:

* Mandatory training courses, i.e. fire safety, safeguarding, basic life support etc.
* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**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.

**Contribution to the Implementation of Services:**

The post-holder will:

* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Make use of information technology systems available within the practice, following systems for data security and protection.
* Participate in audit where appropriate.
* Any other duties commensurate with the role to ensure the smooth running of the practice.

This job description may need to be reviewed as the practice develops.

Accountable to: **Practice/Business Manager**

I acknowledge receipt of the job description and agree to be bound by it.

Signed: ………………………………………….. Employee Date: …………………………..