

INTRAHEALTH: Brook Square Surgery

PERSON SPECIFICATION – MEDICAL RECEPTIONIST/ADMINISTRATOR

| Category | Essential | Desirable |
|-----------------------------|---|--|
| Education | <ul style="list-style-type: none"> • Good level of general education or experience | |
| Experience | <ul style="list-style-type: none"> • Experience working in an receptionist/administrative role | <ul style="list-style-type: none"> • Experience working on Clinical computer systems |
| Attitudes | <ul style="list-style-type: none"> • Capacity to work calmly under pressure and to deadlines • Conscientious • Attention to detail • Self-starter • Flexible and proactive attitude • Enthusiasm for the role • Flexible approach to work, in line with the needs of the service such as evening or weekend working as necessary • Able to work as part of a team | |
| Skills and Abilities | <ul style="list-style-type: none"> • Effective communicator, with the ability to liaise appropriately at all levels • Proficient in the use of computerised systems (Microsoft Word and Excel) to a level to enable the production of high standard of work • Demonstrable team working skills • Very good interpersonal skills | <ul style="list-style-type: none"> • Process management • Demonstrate an understanding of the data protection act and patient confidentiality, clinical and information governance and Caldicott requirements. |

JOB DESCRIPTION – MEDICAL RECEPTIONIST / ADMINISTRATOR

Job Title: MEDICAL RECEPTIONIST/ADMINISTRATOR
Responsible to: PRACTICE SUPPORT TEAM LEADER
Place of Work: MEDICAL PRACTICE

Job Summary

We are looking for team members who are passionate about working with our patients, have the ability to think on their feet and have a fantastic sense of humour.

Our Practice Support Team also:

- Provide general assistance to the practice team to both clinical and non-clinical.
- Project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- Direct patients to appropriate services or healthcare they require.
- Resolve queries/problems from patients, clinicians and associated staff.
- Deal with external agencies such as other practices, secondary care and 3rd party organisations.
- Ensure the provision of a high-quality patient service within a safe, efficient working environment by providing effective support to clinicians and staff.
- Undertake all clerical, reception, and administration duties applicable to the medical practice.

Working for Brook Square Surgery is an exciting opportunity to begin your career in the NHS where there is always potential for career progression.

Contact us on 01723 380651 or email hnyicb-ny.mail-bss@nhs.net find out more.

Duties and Responsibilities

Overview

- Opening/closing premises.
- Ensuring the reception area is tidy, safe and welcoming.
- Making appointments for health care professionals using the surgery premises.
- Dealing with External agencies – e.g. District Nurses, Health Visitors, secondary care, 3rd sector organisation and Primary Care Bodies.
- Greeting and directing patients on arrival and checking patients them into their appointments.
- Dealing with patient's general/routine enquiries and requests.
- Answering telephones – receiving and forwarding messages.
- Making patient appointments and giving appointment cards and sending confirmation texts.
- Arranging appointments for medicals and other non-routine appointments.
- Ordering emergency ambulances and distribution of correct telephone number for routine ambulance bookings.

- Dealing with requests for home visits, taking accurate information and entering the information onto the medical system.
- Dealing with requests and taking medication prescription requests.
- Open and distribute internal & external mail/posting of letters and parcels.
- Taking specimen samples to collection point.
- Receive and action messages for internal and external members of staff
- Ensure information regarding any urgent or unresolved matters are passed to the appropriate person/line manager at the end of your working hours.
- Keeping all data on the medical system up-to-date.
- The handing out of letters, completed forms, completed passport applications, specimen bottles, self-certifications forms.
- Accepting requests for the completion of forms, e.g. hospital pre-admission drug check lists, private health insurance claim forms, passports, etc. (checking if there is a fee payable, informing the patient of the charge).
- Taking and receiving payments for services, e.g., insurance claims.
- The handling of complaints in line with company procedure.
- Dealing with new registration requests.

Clinical Practice

- To ensure that all statutory requirements outlined in the IntraHealth personnel procedures and policies are personally adhered to.
- To be familiar with and conform to responsibilities under the Data Protection Act as identified by IntraHealth.
- To undertake duties as necessary, in line with the changing needs of the company. To participate in the annual appraisal and knowledge and skills framework profiling process. Any necessary training will be provided.
- Acts in a way that acknowledge individuals rights to make their own decision and recognise their responsibilities.
- Facilitates others to identify their current level of knowledge and skills, their learning needs and best practice.
- To support others in the development and application of knowledge and skills in practice
- Identify resource issues which affect learning, development and performance and alerts the appropriate managers.

Communication and Delivering a quality service

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 patient's needs
- Effectively manage own time, workload, and resources.

No Smoking

IntraHealth has a No Smoking policy. All Health Service premises are considered as non-smoking zones, other than designated smoking areas. There will be a strict no-smoking policy within the company premises.

Core Competencies

Technical Competencies

- Competent at word, excel etc
- Attention to accuracy.

Management Competencies

1. Teamwork
2. Flexibility
3. Achievement Motivation
4. Risk Awareness
5. Health & Safety Awareness.

Personal/professional Development

- Participate in training programmes as part of your personal and professional development.
- Take responsibility for own development, learning and performance, demonstrating skills and activities to others undertaking similar work.

Managing Tasks / Projects

- Ensuring tasks and duties are performed within clearly defined time quality standards.

Managing Information / Data

- Compiling and processing, supplying information and data to both internal and external contacts whilst ensuring confidentiality is maintained where appropriate.

Communications

- High level of verbal and written communication skills
- Information sharing with other professionals.

Confidentiality and data protection

- Attention is drawn to the confidential nature of information collected within the immunisation service and the storing of personal information for data protection.

Health and Safety

- The post holder is required to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work. The post holder is also required to co-operate with their employing body to ensure that statutory and departmental regulations are adhered to.
-