

JOB DESCRIPTION

JOB DETAILS	
Job Title	Medical Receptionist
Reports to	Operations Manager
Band:	Band 3
Department/Directorate	Castle Place Practice / Community Services Division

JOB PURPOSE
• Provide a professional, efficient, and effective reception and appointment booking service to patients and visitors in accordance with Practice and Trust policies and standards. • Act as a point of contact for patients and act as a focal point of communication between patients, Doctors and other clinical staff. • Act as the public face for the Practice and RDUH NHS Trust. • Undertake general clerical duties. • Ensure all information is secure and confidentiality of information is always maintained. • Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy. • Ability to signpost patients to appropriate services and clinicians within the practice and local services relevant to health and wellbeing. • Ensure the professional image of the Practice and the Trust is always maintained.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Acknowledge and help all visitors/patients to the reception area promptly and professionally. • Act as a focus for patients and visitors at the reception desk and on the telephone; explain practice arrangements and services (eg appointment systems, ordering repeat prescriptions, registration process, charges for private services etc), deal with queries and redirect to colleagues as appropriate. • Provide general, non-clinical advice, information, and guidance directly to patients about appropriate appointments available. • Ensure familiarity with the appointment systems to effect and book appointments with sufficient patient information to enable an appropriate consultation to take place. • Have a thorough knowledge of all Practice Reception procedures through initial induction training and ongoing on the job training. • Assist with onward transportation as requested including Ambulances (via 999). • Ensure the reception area is kept clean, tidy, and professional looking at all times. • Deal with tasks from clinicians, including urgent tasks and liaise with patients where needed. • Deal with emails received into the Reception In-Box from other departments, patients and external organisations, dealing with them appropriately and in a timely manner depending on urgency. • Respond to complaints where appropriate, escalating to Line Manager if unable to resolve. • Work in accordance with written protocols and safe ways of working. • Complete administrative tasks eg dealing with registrations and correspondence coming into the practice. • Ensure patients are receipted in line with Trust Standards, consulting with members of Practice teams at the front desk and taking all Practice telephone calls. • Book patients in for appointments; record 'patient attendance' on EMIS on arrival at the Practice. • Ensure patient confidentiality is always maintained. • Arrange follow up appointments or add patients to a follow-up pending list, as required, in accordance with clinician's instructions and Practice policy.

Prescriptions

- Carry out all elements of prescription clerking. This will include providing the administration support to process prescriptions that come in via local pharmacies, email and paper script, including repeat

prescriptions for patients and care homes. This task is directed with clinical guidance and approval from a GP. The role includes cross-checking information with the patient's record to ensure medication/dosage is correctly recorded, according to the instructions of the clinician.

Specific duties for Booking Appointments

- Ensure all patients are booked within available times - either same day or routine appointments.
- Cancel appointments and re-negotiate new appointments with patients by telephone where required, in an empathetic and helpful manner.
- Respond to patient and relative enquiries appropriately.
- Contribute to audits regarding departmental procedures.

Resource Management

- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the Service.
- The post involves working flexibly as required to meet the demands of the Service eg flexibility in working patterns to ensure cover for periods of illness or holiday with the Reception Team.

Additional Responsibilities

- The post holder may be required to carry out the role of chaperone for clinicians following appropriate training, in the absence of a HCA or a Nurse. Carrying out the role of Chaperone is not mandatory.
- The post holder will be responsible for opening and closing the Practice (open 08:00, close 18:30).
- The post holder will be expected to carry out any other related duties as required, commensurate with their pay band.
- The post holder will be required to facilitate and support new starters to carry out their role.
- The post holder will understand the limitations of the role and how to access support.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

- Receive, assist, and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Provide general assistance to the Practice teams and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- The post holder will be part of the Practice Administration team and provide cover across teams in periods of absence as directed by line management.

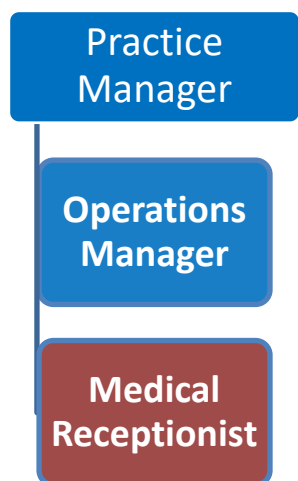
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis.

In addition, the post holder will deal with the wider healthcare community, external organisations and the public, this will include verbal, written and electronic media communications.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Practice Manager • Other administrative staff within the Practice. • GPs and other members of the medical team. • Nursing staff and other members of the multi-professional clinical teams. • Administration and secretarial teams across the Trust.	• Patients. • Patient's relatives/ carers/guardians. • Local Care Homes. • Undertakers.

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work is managed rather than supervised so, with training, the post holder decides how results are best achieved within set Reception protocols.
- Takes the initiative to manage own workload within clearly defined parameters and procedures. Support and supervision/escalation routes are always available.
- Post holder manages and prioritises own workload within operational procedures.
- Post holder implements known procedures within Reception protocol, escalating to peers, line manager, clinicians as necessary.
- Works with organisation and professional policies and procedures.

COMMUNICATION/RELATIONSHIP SKILLS

- Make and receive telephone calls from patients and assess the urgency of the nature of the call and/or presenting symptoms, using questioning and probing skills to determine the appropriate outcome. Decisions are made against a provided matrix and experience. Training/guidance is provided and more experienced and senior staff are available to resolve queries or to pass callers on to as required to ensure appropriate outcomes.
- Ensure urgent matters which require the immediate attention of a GP are dealt with as appropriate, following through, where required, until completed. This includes taking calls from distressed, anxious and vulnerable patients or those in crisis; dealing with their needs sensitively and with regard to their mental/physical wellbeing. This includes, rarely, patients in a suicidal state with support from colleagues and line/senior manager(s). Flagging concerns up to a GP or other health professionals where appropriate.
- Taking calls from and making calls to patients regarding test results where no issues have been raised eg INR and blood results.
- Dealing with vulnerable patients, ensuring their query has been understood correctly and ensuring their understanding of your reply.
- Requesting ambulances on clinician's instruction – relaying clinical information to the ambulance service operators and all follow up action including coding the ambulance request to the patient file and emailing relevant documentation to the receiving hospital.
- Taking, and actioning as appropriate, messages from other healthcare professionals; ensuring messages are actioned and/or received by the correct recipient.
- Work with clinicians to support the prioritisation of requests and tasks.
- Dealing with patients where a communication barrier is in place, ensuring understanding on both sides via translators/written communication.
- Take general calls from patients and other healthcare professions eg medication queries.
- Process appointment requests for today/future appointments from patients by telephone and in person.
- Proactively signposting patients to other services if no available appointments, using tact, persuasion and people skills to reassure patients and to ensure understanding and acceptance of the signposting.
- Deal with Home Visit requests and book Home Visits within appropriate timescales.

- Communicate effectively including discussion and written communication.
- Proactively manage email communication in line with the RDUH's Email Best Practice guidance.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging. Where necessary inform patients of the Practice's Zero Tolerance policy and defuse conflict/confrontational situations or pass on to a colleague/manager if unable to defuse yourself.
- Dealing with irate patients and those wishing to make a complaint; informing patients of practice policies and protocols.
- Organise and/or support meetings through effective communication.
- Recognise people's needs for alternative methods of communication and respond accordingly with confidence and empathy.

ANALYTICAL/JUDGEMENTAL SKILLS

- Monitor appointment bookings for multiple clinics to ensure clinics are filled in a timely manner and with appropriate bookings, the post holder, with training, will decide which clinic is most appropriate for a patient to be booked into.
- Monitoring the appointment system within reception in relation to clinicians running late for appointments and appropriately inform waiting patients.
- Prioritise other reception related workloads (including tasks from clinicians, emails from patients, GP queries and prescription queries) and set priorities for order in which work needs to be completed.
- Use own judgement and clinical prioritisation matrix to ensure correct answers to queries, including judgement based on Reception protocols when booking appropriate appointments

PLANNING/ORGANISATIONAL SKILLS

- Being proactive regarding cover for Reception staff illness or annual leave, planning what cover is needed and arranging this cover within the team members.
- Planning daily lunch and break rotas within the team.
- Planning daily rotas ensuring cover for the telephones, Reception desk and all tasks.
- Organising and prioritising own daily workload to ensure all work is completed in a timely manner.
- Taking, typing and distributing the minutes of the ongoing Reception Team Meetings.

PATIENT/CLIENT CARE

- Post holder is the first point of contact for patients, visitors and other healthcare professionals for the surgery.
- The post holder must utilise excellent communication and customer service skills at all times, including diffusion of challenging/escalating situations.
- The post holder includes face to face contact at the reception desk, dealing with whatever query the patient may present with.
- A large part of the role is telephone based with post holder being first contact for any patient calls coming into the surgery on a daily basis. Post holder must, with training, try to resolve any patient query received via the telephone or via online referral, and appropriately escalating when required to the relevant clinician
- Often written contact with patients is required, this can be in the form of letters, text messages and emails, post holder must be proficient in drafting and sending these forms of communications.

POLICY/SERVICE DEVELOPMENT

- Responsible for implementing policy in own area of work and be pro-active in proposing changes to practices.
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign.
- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Participate in team and Practice meetings as required.
- Suggest changes to Reception procedures to ensure efficient working practices.
- Have a flexible approach to working hours to meet the demands of the service.
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.

FINANCIAL/PHYSICAL RESOURCES

- Deal with visitor's enquiries and queries regarding payments.
- Taking and receipting patient payments to the surgery.
- Ensuring card payments complete correctly.

• Handling cash and cheques ensuring these are taken to the Finance Manager promptly. • Receiving deliveries into the surgery. • Personal duty of care in relation to equipment and resources.
HUMAN RESOURCES
• The post holder will be required to facilitate and support new starters to carry out their role including formal training of new staff in the processes and procedures of the Reception office. • Teaching and supervising less experienced staff through example and informal teaching. • Sharing good practice within the Reception Team and the wider surgery.
INFORMATION RESOURCES
• Use multiple computer systems as required within the department such as EMIS to maximise all available appointment capacity in an appropriate way. • Record daily telephone data on Excel, and analyse and present this in an accessible format for service meetings. • Process all new patient registrations. • Scan documents to patient records. Record incoming documents on patient records. • Ensure accurate and up-to-date patient details are maintained on patient information systems such as EMIS in line with Trust Information Governance policy. • Maintain health records and patient files in line with Trust Health Records Policy. • Follow set protocols for use of computer systems, inputting and extracting data from the computer systems as appropriate (eg repeat prescription requests, samples sent and tests requested, visit requests, telephone messages, appointment booking for nurses, GPs, pharmacists, other clinicians, online services etc). • Use IT systems to maintain accurate and comprehensive records of patient details, referral sources, appointments and cancellations.
RESEARCH AND DEVELOPMENT
• Recording of daily telephone call data research for analysis at higher management level. • Using daily telephone data to spot patterns to help ensure correct staffing levels.
PHYSICAL SKILLS
• Standard keyboard skills required for accurate data inputting and recording of patient information. • Each patient encounter will be registered on the patient notes.
PHYSICAL EFFORT
• Sitting for long periods at telephone call points and on the reception front desk. • Standing to complete shifts of patient note pulling, photocopying and scanning on a daily basis. • Moving boxes of patient notes/pushing note trolleys. • Moving deliveries into the surgery.
MENTAL EFFORT
• Mental effort is required on a daily, full-time basis. Dealing consistently throughout the day with patient queries and demands. • High levels of concentration for extended periods of time to deal with tasks such as prescriptions and AccuRx, whilst also dealing with colleague queries/interruptions. • Decision making within remit, escalating for clinical support as required, when booking appointments or signposting to various clinicians and clinical sites within role remit.
EMOTIONAL EFFORT
• Dealing with aggressive and rude/abusive patients. • Dealing with very sick or end of life patients and their queries, or queries from their relatives. • Dealing with patients with a new diagnosis, also nervous and anxious patients and their relatives. • Receiving and processing death notifications from hospitals, undertakers, care homes. • Receiving and processing death notifications from patient families. • Dealing with patients at mental health crisis point/suicidal patients. • All of the above are difficult conversations to have but do happen on a regular basis, the post holder must be firm, show tact, diplomacy, understanding and sensitivity in these situations.
WORKING CONDITIONS
• Constant use of VDU equipment. • Extended periods of sitting. • Lifting of boxes of patient notes.

- Able to cover all reception positions as necessary with training, including samples desk; receive pathology samples from patients and clinicians, check the patient and Practice details and prepare for transportation to the Path Lab.
- Always ensure Health and Safety is adhered to across the reception area and report any issues to the Team Lead as required.

OTHER RESPONSIBILITIES

Take part in regular performance appraisals

Undertake all mandatory training and additional any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Medical Receptionist
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING NVQ level 3 or equivalent experience Clinical Document Management (CDM) or equivalent experience Patient Administration System (PAS) Level 3 outpatients or equivalent experience EMIS	E	D D
KNOWLEDGE/SKILLS Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Ability to liaise and communicate with staff at all levels Excellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relatives/carers Ability to promote good working liaisons (staff, patients, relatives) Extracting information / Listening Skills Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Comprehensive PC skills - databases, word-processing, email, Excel Understanding of Practice and Hospital IT systems Knowledge of EMIS or equivalent information system Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Knowledge of Practice and Trust procedures	E E E E E E E E E E E	D D D D D D D
EXPERIENCE Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG Previous reception experience or dealing with the general public and/or patients Telephone switchboard operation	E	D D D
PERSONAL ATTRIBUTES Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Ability to work un-supervised Can remain calm and professional in a busy environment Empathetic, but able to understand professional boundaries Smart appearance, adhering to the Uniform /Wear to Work Policy Welcoming friendly and approachable manner An adaptable approach to work Flexible approach to working hours Commitment to continual development to including relevant new systems, policies and procedures Adheres to relevant Practice and Trust policies & procedures Adheres to confidentiality & data protection requirements	E E E E E E E E E E E E	D D D D
OTHER REQUIREMENTS Ability to travel to other locations as required.		D

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				X
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	Y				X
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N				
Challenging behaviour	Y			X	