

COGGES SURGERY

JOB DESCRIPTION: RECEPTIONIST

Job Summary : To undertake Reception duties and clerical support in order to ensure the efficient running of the Practice.

Working Hours : tbc

NB It is possible that, in the future, the Practice will open earlier and close later during the week and may even be required to open at weekends. In this event, your contract will require you to cover those periods on a rota basis as part of the Reception team.

Accountable To : Practice Manager (who may delegate to Lead Receptionist)

Principle Responsibilities:

- 1 Greet and assist patients and visitors at the Reception Desk.
- 2 Deal with the requirements of patients, doctors, colleagues and others by telephone.
- 3 Extract patients' records from file, distribute to doctors & nurses on request and refile after use.
- 4 Scan correspondence and results into patients' computer records.
- 5 Make appointments for patients and organise repeat prescriptions.
- 6 Receive and record requests for home visits, with all relevant details.
- 7 Register new patients, explain Practice procedures and arrange health check.
- 8 On a voluntary basis, to act as chaperone during medical examinations and otherwise assist doctors and Practice Nurses as required.
- 9 Liaise with and assist as appropriate other members of the Primary Health Care Team.
- 10 Make use of the EMIS and other computer systems to discharge these duties and to input and extract information.
- 11 On a rota basis, or as required:-
 - Undertake premises opening procedures and make all necessary preparations to receive patients.
 - Undertake end of day security and closure procedures.
 - Ensure that Reception and Waiting areas are kept neat and tidy.
 - Assist with the preparation of consulting rooms for surgery sessions.
- 12 Attend and participate in Staff meetings, training and other events appropriate to the role.
- 13 Undertake any other reasonable duties at the request of the Lead Receptionist, Practice Manager or Doctor.