

THE BOVEY TRACEY AND CHUDLEIGH PRACTICE

LIVING JOB DESCRIPTION

1. JOB DETAILS

Name:

Job Title: Medical Receptionist

Base: Riverside Surgery, Bovey Tracey and
Tower House Surgery, Chudleigh.

2. JOB PURPOSE:

- a) To work as part of a team to ensure the provision of efficient and effective reception, administration and secretarial services to all service users.

3. ORGANISATION: (SEE ATTACHED CHART)

Reports to: Office Manager

Responsible to: Primary Care Managers

4. DIMENSIONS

No direct budgetary responsibility, although an awareness of cost implications and the effective use of resources is required.

5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Good level of general education
Computer Literate
Word processing skills
Effective communication and interpersonal skills
Ability to work as part of a team and independently
Ability to organise and prioritise effectively
Ability to work flexible hours
Medical terminology desirable
Own transport

6. KEY DUTIES AND RESPONSIBILITIES

- a) To provide friendly and efficient reception services to patients and visitors to the practice, both at reception and on the telephone.
- b) To effectively handle messages as part of the healthcare team.
- c) To use the practice computer system to register patients, to make appointments, to prepare repeat prescriptions, and to up-date patient data, in accordance with practice procedures.
- d) To action pathology results received over the electronic link in accordance with practice procedures.
- e) To accurately word process clinical and non-clinical correspondence, within three days of receipt, from audio-tape and transcript using both the Practice Manager computer system and Microsoft Office; and ensure correspondence is directed to the correct department.

- f) To maintain accurate filing system for patient medical records, clinical and non-clinical correspondence.
- g) To process internal mail and Royal Mail in accordance with practice procedure on an ad hoc basis.
- h) To action correspondence as indicated by the GP in accordance with practice procedure.
- i) To read code correspondence into patients computerised records.
- j) To scan incoming mail into patients records in accordance with the practice procedure.
- k) To maintain patient confidentiality, in compliance with the Data Protection Act and practice policy.
- l) To report complaints, comments and significant incidents from patients, visitors and staff; to the Primary Care Manager in compliance with practice policy
- m) To comply with the practice Health and Safety Policy and Procedures and ensure that a safe environment is maintained for patients, visitors and staff.
- n) To participate in training, education and learning events organised internally and externally, as appropriate to the post.

7. COMMUNICATION AND WORKING RELATIONSHIPS

To liaise and work closely with:

Other members of the Primary Healthcare Team
 Staff in other areas of Primary and Secondary Healthcare
 Patients and visitors
 Social Services
 Statutory and Voluntary Agencies

Note:

This Job Description forms part of the Contract of Employment. Duties may be altered from time to time following discussion, and taking into account the developing and changing needs of the practice, and the individual development needs of the postholder.

I CONFIRM THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE JOB DESCRIPTION DETAIL LISTED ABOVE.

Postholder:

Date:

Primary Care Manager:

Date:

Adminths/staff&recruit/Jobdescription/Template/09/06