

## **THE BOVEY TRACEY AND CHUDLEIGH PRACTICE**

### **JOB DESCRIPTION**

#### **Job Details:**

**Name:**

**Job Title:** Receptionist/Administrator

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

#### **Job Purpose:**

The purpose of the role is to:

- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the practice, including the provision of secretarial and clerical support to clinical staff and other members of the practice team
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies

#### **Organisation:**

**Reports to:** Senior Administration Assistant

**Responsible to:** Primary Care Manager

#### **Dimensions:**

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

#### **Key duties and responsibilities:**

The duties and responsibilities to be undertaken by members of the practice receptionist and administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Senior Administration Assistant or Reception Team Leader dependent on current and evolving practice workload and staffing levels:

- To provide friendly and efficient reception services to patients and visitors to the practice, both at reception and on the telephone.
- To effectively handle messages as part of the healthcare team.

- To use the practice computer system to register patients (including temporary patients), to make appointments, to prepare repeat prescriptions, and to up-date patient data, in accordance with practice procedures.
- To action pathology results received over the electronic link in accordance with practice procedures.
- To maintain accurate filing systems for patient medical records, clinical and non-clinical correspondence.
- To action tasks as requested by the GP in accordance with practice procedure.
- To read code correspondence into patients computerised records.
- To scan incoming mail into patients records in accordance with the practice procedure.
- To report complaints, comments and significant incidents from patients, visitors and staff; to the Primary Care Manager in compliance with practice policy.

#### **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:

- 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.

#### **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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Communication:**

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

### **Confidentiality:**

- In the course of 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.

### **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, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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, free from hazards
- Actively reporting 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 (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

**Contribution to the implementation of services:**

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

**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: .....

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