

Medical Receptionist Vacancy

We are looking for a Medical Receptionist with excellent organisational and customer service skills to join Greenway Community Practice in June this year to cover 12 month maternity leave.

As a receptionist you will be required to provide a point of contact for patients and assist them in accessing the appropriate service or healthcare professional.

You will respond to all queries and requests for assistance from patients and other visitors to the Practice and answer the telephone, dealing with queries or re-directing calls as appropriate. You will offer general assistance to the practice team and project a positive and friendly image to patients and visitors both in person and on the telephone.

You will be required to undertake a variety of administrative tasks to assist in the smooth running of the department including the provision of clerical support to clinical staff.

The successful applicant will need to possess strong organisational skills, be an excellent team player, with experience in managing multiple tasks of a varied nature and have experience of dealing with the public. Experience within a similar role is preferred but not necessary for the right candidate.

For this 16-30 hour part time position an hourly rate of up to £9.00 is on offer, commensurate with experience, together with an NHS pension and pro rata 6 weeks holiday.

Specific job responsibilities include;

Reception Duties:

- Respond to all queries and requests for assistance from patients and other visitors to the Practice
- To answer the telephone, dealing with queries or re-directing calls as appropriate
- To check in patients for appointments, ensuring they are directed to the correct waiting area
- To ensure that patients without appointments but who need urgent consultations or house calls are seen in accordance with Practice Protocol
- To explain Practice arrangements to new patients and ensure that registration procedures are completed
- To advise patients of relevant charges where appropriate
- To accept payments and issue receipts
- To enter patient details on computer as required
- To print and give out repeat prescriptions as requested
- To report any outstanding matters to colleagues at the end of shifts
- To scan and assign correspondence
- To undertake administration duties as required to ensure that relevant patient records and information is up to date

Management of Appointment System:

- To become familiar with the computerised appointment system, making sure that all relevant information is entered when making appointments
- To be aware at all times of scheduled surgeries and clinics available

Housekeeping Duties:

- To take responsibility for all clinical, reception and waiting areas as required, reporting any problems to the appropriate person
- To observe the confidential nature of the work of the Practice at all times
- To familiarise yourself with all other members of the Practice Team and their respective duties
- To understand your own role within the Team, but be able to work on your own initiative
- To familiarise yourself with Practice Policies on Health & Safety and Equality & Diversity, as outlined in the Staff Handbook
- To participate in an Annual Performance Review
- To participate in in-house and external training, which is encouraged by the Practice
- To deputise for colleagues and to assist with sickness/holiday cover when required

If you are interested in this exciting opportunity and would like to apply please send your CV and cover letter to Beverley Shadbolt, Reception Manager at Beverley.shadbolt@nhs.net

Closing date for applications Friday 10th May 2019.