



**ROLE TITLE:**           **Patient Advisor / Receptionist**

**Hours:**               **25 - 35**

**Term:**               **Fixed Term Contract with a view to permanent**

**Accountable to:**   Practice Manager and/or Deputy Practice Manager

**Role Summary:**

It is the responsibility of our Patient Advisors to assist in the smooth running of the practice and the reception area, and to project a positive and friendly impression to our patients and other professionals who may contact us either in person, via our digital platform or via the telephone.

- To facilitate patients accessing the right clinical care provided by the practice.
- To support the GPs and Nurses in providing that care.
- To act as first point of contact for anyone accessing the practice.

**KEY RESPONSIBILITIES:**

- To ensure that all visitors and incoming calls to the practice are greeted professionally.
- To ensure all telephone calls are managed appropriately.
- To manage the flow of patients arriving at the reception desk, for appointments, prescriptions or queries.

**KEY TASKS:**

- Greeting patients and directing to automated arrivals for appointments.
- Dealing with patient enquiries efficiently and courteously.
- Booking appointments on our clinical system when requested via telephone, in person or via an online consultation following the in-house triage tool.
- Dealing with all telephone queries/requests from patients and acting as liaison with the Doctors/Nurses/other staff as necessary.
- Advising patients of relevant charges for non-NHS services.

- Receiving specimens from patients ensuring all their details have been recorded on our clinical system (EMIS Web).
- Tidying waiting room after surgery, ensuring premises are kept tidy between visits from the cleaning staff.
- To have a thorough knowledge of all practice policies and procedures and working in adherence of those policies.
- To work in accordance of written protocols.
- Provide administrative support for clinical staff.
- Opening and distribution of practice post – internal and external
- Scanning of non-digital documents into our clinical system.
- Changing details on EMIS i.e. Change of address, telephone numbers etc.

#### **Other Information:**

- Cover for other Reception team members may be required for sickness and annual leave.
- Ensuring building security/premises at the end of the day and ensure the building is totally secured, internal lights off and alarm activated.
- To carry out any other duties agreed between employee and the practice to ensure the smooth running of the practice.

#### **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 carer's, 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 Staff Handbook and the Practice Infection Control Policy, this will include:

- Using security systems with the workplace according to practice guidelines
- Identifying any risk 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
- Keeping own work areas and general/patient areas free from hazards.
- Reporting potential risks identified.

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

**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 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

**Communication:**

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

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