



## Caereinion Medical Practice

### Receptionist/Administrator job description & person specification

<b>Job Title</b>	<b>Receptionist/Administrator</b>
<b>Line manager</b>	<b>Practice Manager</b>
<b>Accountable to</b>	<b>Practice Manager</b>

#### Job Summary

To provide a high quality, professional reception and administrative service to patients, colleagues and other healthcare professionals. To act as the first point of contact for patients contacting the practice and to portray the practice in the highest possible professional basis.

To be responsible for undertaking a wide range of secretarial and administrative duties and the provision of administrative support to the multidisciplinary team. Duties can include but are not limited to, the processing of information (electronic and hard copy) in a timely manner, liaising with patients, multidisciplinary team members and external agencies such as secondary care and community service providers in accordance with current policies, including the use of the electronic referral service WCCG.

To promote a positive patient experience ensuring that enquiries from patients are efficiently and courteously handled.

#### Generic Responsibilities

All staff at Caereinion Medical Practice have a duty to conform to the following:

##### Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

##### Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

The post-holder will assist in promoting and maintaining their own and others' health, safety and security. 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 and free from hazards
- Actively reporting of 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
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

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.

### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

The staff member 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

### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager/Line Manager.

### **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

### **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

### **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, and in a timely manner
- Recognise people's needs for alternative methods of communication and respond accordingly

### **Service Delivery**

Staff at Caereinion Medical Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

### **Professional Conduct**

At Caereinion Medical Practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take the minimum statutory annual leave days each year, and should be encouraged to take all of their leave entitlement.

As a rule it is asked that leave is kept to a maximum of 3 days during the month of December due to the needs of the practice. If there is an exceptional circumstance this may be considered, however holidays must not be booked until leave is granted.

### **Breaks**

All personnel are entitled to their contracted breaks. It is important that these breaks are taken during your working day. Please do not take more break time than what you are contracted.

### **Main Duties and Responsibilities**

#### **Reception/Administrator- always refer to the Standard Operating Procedures (SOPs)**

The following are the core responsibilities of the receptionist & administrator. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

#### **Receptionist:**

- Dealing with all patient enquiries into the practice in an effective and professional manner, correctly signposting to the most appropriate source of care, including at the reception hatch and on the telephone.
- Adhering to any reception workflows/protocols
- Effectively dealing with all other enquiries into the practice, following practice protocols
- Supporting the induction, training and development of new team members
- Answering practice phones promptly with standard greeting and dealing with patient queries and appointment booking
- Registering permanent and temporary patients, including any associated new patient tasks (new patient health check invitation, contacting old practice and arranging review with practice pharmacist)
- Conducting chronic disease monitoring invitations on a monthly basis
- Booking appropriate appointments for patients
- Use of practice digital tools, such as Accurx, iPlato & Docman
- Sending clinical correspondence to patients and hospitals as requested using Accurx
- Dealing with reception & administrator emails
- Updating any patients change of address or contact details and actioning any out of area patients
- Taking payments from patients for any private work conducted at the practice and ensuring details of the paid invoice is passed to admin/Practice Manager
- Complete any patient coding results (such as Breast Screening, flu etc)
- Franking outgoing post and ensuring there is sufficient credit added to the machine
- Ensuring entries are coded onto the patients medical record as needed
- Tidying new patient paper medical records
- Sending signed xray requests
- Logging chemist scripts sent to pharmacies on the clinical system

#### **Administrator**

- Typing letters, reports and associated documentation as required
- Liaising with external agencies such as hospitals and community services, ensuring referrals are processed efficiently
- Administration tasks as required
- Scanning of patient related documentation and attaching scanned documents to patient's healthcare records
- Input data into the patient's healthcare records as necessary
- Process referrals
- Process requests for information i.e. SAR, insurance / solicitor's letters and DVLA forms

- Read code data on the practice clinical system
- Maintain a clean, tidy, effective working area at all times, including leaving your desk tidy at the end of the day with no documents left out or on printers
- Support all clinical staff with general administrative tasks as requested
- Manage all queries (including administrative queries) as necessary in an efficient manner
- Act as a focal point for the practice managing requests from external organisations such as the local Police, solicitors, DVLA and other agencies
- Record minutes of meetings such as MDT and Significant Event Meetings and ensuring any follow up actions are completed
- Processing patient deductions and amendments and preparing the weekly PMR bags for collection

### Agreement

Name	
Signature	
Date	
Discussed with	
Date	