



JOB DESCRIPTION

TITLE: PART TIME RECEPTIONIST

RESPONSIBLE TO: PRACTICE MANAGER / PRACTICE ADMINISTRATOR /
GROUP PRACTICE DEPUTY MANAGER

KEY TASKS: Dealing with patients in a courteous manner and with quiet efficiency at all times
Maintaining confidentiality at all times.

The following tasks in accordance with Practice policy:

- Offering appointments to suit patients and doctors as available within the appointments system.
- Operating telephone system, photocopier, fax machine and computer system as required and as appropriate.
- Receiving, accurately recording and passing on of messages, home visits, etc. for ALL members of the Primary Health Care Team.
- Dealing with all requests and queries from patients, doctors and outside agencies, both face-to-face and on the telephone.
- Retrieving and replacing patient's medical records accurately and speedily.
- Filing letters, pathology results, etc. accurately in patient records.
- Preparing repeat prescriptions from the computer for signature and transferring them to the patients on request and after verification.
- 'Tagging' incoming new patient notes, i.e. ensuring results and correspondence are filed in the correct order.
- Various clerical procedures – including a "personal responsibility" as outlined by the Practice Manager/Practice Administrator.
- Arranging transport for patients as required.
- Attending training sessions outside normal working hours.
- Endeavouring to assist all members of the Primary Health Care Team in the pursuit of their duties.
- Keeping the reception area tidy and promoting efficient working procedures.
- Acting in accordance with the Health and Safety code.
- Responding to new regulations and changes as required.
- Dealing with other ad hoc tasks as and when necessary.
- Making and serving beverages and washing up.