



CHERRYVALLEY
GROUP PRACTICE

Role Profile: PRACTICE RECEPTIONIST	
Reporting to:	THE PRACTICE MANAGER and OFFICE MANAGER
Responsible for:	<ul style="list-style-type: none">❖ To provide a courteous and efficient customer service to patients and an effective administrative support service to the Practice Manager and Doctors.
Main Job Purpose:	
Patients:	- To ensure the highest level of patient satisfaction is continually attained.
Quality:	<ul style="list-style-type: none">- To achieve overall efficiency within the Surgery whilst ensuring relevant procedures and regulations are upheld;- To ensure every opportunity is taken to continuously improve working methods and standards.
Key Performance Measures:	
<ul style="list-style-type: none">- Feedback from Doctors, Practice Manager, Team, Patients and 3rd Party Providers;- Compliance with and adherence to relevant legislation and regulatory requirements;- Quality and accuracy of documentation and data completed and efficiency of processing same to meet deadlines;- Maintaining a professional approach to work at all times;- Projecting a professional and reputable image for Cherryvalley Group Practice and acting as an Ambassador for the Practice at all times.	
Detailed Responsibilities of this role:	
<p>In fulfilling this role the job holder undertakes the following activities:</p> <ul style="list-style-type: none">-- Ensure that all patients and visitors at reception and telephone callers to the practice are greeted professionally and politely;- Answer all incoming phone calls from patients and other healthcare professionals and divert them as appropriate, and/or take and pass on messages accurately and efficiently;- Operate the practice computer system with responsibility for accurately updating and maintaining patient records;- Administer patient appointments via the clinical system;- Deal with requests for acute and repeat prescriptions and ensure delivery of processes required to meet a consistently high standard of service to patients;- Operate a daily communication channel to Practice Health Care Team to ensure up to date information is shared;- Deal with general patient enquiries, directing and guiding to appropriate consultations;- Deal with administrative queries and requests from patients and act as liaison with the clinicians as necessary;- Support and assist clinicians as required;- Ensure up to date patient information is recorded;- Communicate test results where appropriate;	



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- Deal with requests and completed medical reports, including the receipt of fees for such reports;
- Daily preparation of clinical rooms at the beginning and end of the day;
- Take responsibility for ambulance bookings for practice patients;
- Open, stamp and distribute practice post as instructed;
- Keep the workspace and waiting area tidy;
- Provide cover for other posts as and when required and directed to do so by the Practice Manager;
- Perform the task of opening and preparing the premises, and closing the Practice Premises ensuring current up to date information is available on Practice answering machine.

JOB DESCRIPTION REVISION:

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with the position. The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the effective running of the Practice.

Requirements of the Job:

To fulfil this role, the job holder will need an ability to:

- Highly developed communication skills requiring sensitivity, empathy and reassurance.
- Proven ability to use own initiative with ability to work independently and as part of a team.
- Ability to adhere to policies, procedures and practice protocols working within codes of practice and guidelines.
- Present a consistently professional image through attitude, behaviour and personal appearance.
- Effective technical, administrative and organisational skills.
- Maintain accurate records whilst paying close attention to administrative detail; whilst ensuring all paperwork and documentation is clear and legible at all times.
- Clear and consistent in decision making, whilst demonstrating commitment and confidence to others.
- Willingness to undergo skills/development training as directed by the Doctors.
- Be an excellent team player who works as part of the team in order to achieve results for the Practice.
- Support colleagues as and when required to ensure all deadlines are met within allocated timeframes.
- Apply time management to deliver a high quality of personal work output.



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Knowledge Required to Fulfil this Role Effectively:

ESSENTIAL:

- GCSE Maths and English Language Grades A – C (or equivalent).
- 2 years' Reception or Office Administration experience in a similar discipline.
- Knowledge and experience in the operation of computer systems.

DESIRABLE CRITERIA:

- Previous experience of working in General Practice.

Core Competencies and Skills:

The job holder should demonstrate the following:

- Excellent team working and collaboration skills;
- Excellent communication (both oral and written), influencing and negotiating skills;
- Sensitivity and empathy;
- Sound planning and organising skills;
- Excellent time management skills;
- Flexibility and self motivation, with the ability to manage own workload;
- Punctuality, accountability, tenacity, honesty, confidentiality, integrity and reliability.