

**TWEEDDALE MEDICAL PRACTICE**  
**JOB DESCRIPTION**

**THIS POST IS SUBJECT TO DISCLOSURE SCOTLAND**

**JOB TITLE: RECEPTIONIST**

**REPORTS TO: RECEPTION SUPERVISOR/PRACTICE MANAGER**

**HOURS:**

**Job Summary:**

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone

**Job Responsibilities:**

**Administration**

- To have a thorough knowledge of all Practice procedures.
- To work in accordance with written protocols
- Photocopy, print, email as required
- Other admin duties as required

**Reception**

- Receiving patients consulting with members of practice team
- Dealing with patient queries
- Handling repeat prescriptions
- Cover all reception duties as necessary

**Appointments System**

- Sign-post patients to the most appropriate member of the healthcare team.
- Process appointment requests for today and future appointments.
- Deal with home visit requests

**Computer**

- Registration of new patients – computer data entry and medical records.
- Process patients change of address – computer data and medical records (have knowledge of practice area).
- Process repeat prescription request in accordance with practice guidelines.
- Electronic filing in patient records
- Entering data into patient records

## **Telephone**

- Have working knowledge of telephone system, during and after hours.
- Cover all switchboard duties as necessary

## **Other Tasks**

- Ensure building security – have knowledge of doors/windows/alarm.
- Any other tasks allocated by managers

## **Confidentiality & Data Protection:**

- 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 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.

## **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, to 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
- 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 appraisal, including taking responsibility for maintaining a record of own personal and/or professional development
- Participation in practice team meetings
- Completion of online learning modules as directed by Reception Supervisor or Practice Manager.
- 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 comply with practice standards for quality communication in an effort 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.

### **Contribution to the Implementation of Services:**

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.