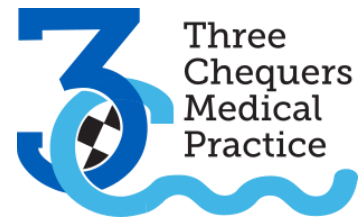


**Three Chequers Medical Practice incorporating:**

Endless Street Surgery  
St Ann Street Surgery  
Three Swans Surgery  
Winterslow Surgery  
Porton Surgery



**Endless Street Surgery**

72 Endless Street  
Salisbury  
SP1 3UH

T: 01722 336441

F:01722 410319

[www.3chequers.co.uk](http://www.3chequers.co.uk)

12/10/2018

Dear Applicant,

Please find enclosed an application form, job description and specification sheet for your information.

Application forms need to be completed and returned to me with a handwritten covering letter by the closing date which is **Wednesday 31<sup>st</sup> October 2018**

We will be interviewing on **Thursday 8<sup>th</sup> November 2018**, so please provide either an up to date telephone number or email address so that we are able to invite successful applicants for interview at short notice.

If you have any questions please do not hesitate to call the surgery for further information

Yours Sincerely

Mrs Sue Bramley  
Practice Manager

(These roles can cover multiple sites so applicants must be prepared to move between sites daily)

# **Three Chequers Medical Practice**

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Practice Receptionist</b>
<b>Reporting to:</b>	<b>Practice Manager</b>
<b>Practice Objectives:</b>	<b>To provide accessible, prompt and professional health care for patients attending our Surgeries.</b>
<b>Job Holder's Objectives:</b>	<b>To efficiently manage the every-day running of Surgery sessions To undertake administrative duties as requested by the Practice Manager</b>

### **Core Principles:**

- To ensure confidentiality of information (written/oral or electronic) is preserved at all times whether at or away from work
- To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- Follow procedures to ensure compliance with the Data Protection Bill 2017 and the General Data Protection Regulation (GDPR)
- To ensure that the safeguarding of children is a paramount concern and that any suspicions regarding child safety are raised with the appropriate authority
- To follow procedures to ensure compliance with the Data Protection Act 1998
- To follow all practice protocols concerned with the maintenance of ethical practice
- To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity
- To contribute to a culture of continuous improvement
- To deal with complaints promptly and according to organisational protocol
- To perform duties to standards required by the practice in accordance with quality assurance
- To demonstrate commitment to Continuing Professional Development To demonstrate computer literacy

# STANDARDS OF PERFORMANCE

## 1. COMMUNICATION

All contact with external parties should be recorded - accuracy is paramount. It is expected that you should be helpful and courteous at all times and should adhere to the confidentiality clauses in your contract.

Performance will be satisfactory when the following take place:

- Standard Operating Procedures are used at all times
- All messages to be sent electronically to clinicians as soon as received. Details of contact's name, place of work, contact telephone number, and nature of the enquiry should be logged.
- Pursuing requests and liaising with all member of the Primary Health Care Team and associated organisations is completed within a shift or formally handed over to the next team.
- Assisting with queries raised from patients, Primary Health Care Team and associated organisations regarding the completion of letters and reports in a timely manner and within 2 working days
- Liaising with all members of the practice and associated organisations and passing messages to the relevant person concerned as per practice protocol
- Receiving and responding to requests (routine and non-routine) for assistance from patients, carers and others within a working day wherever possible, or formally handed to the next team.
- Advising patients of relevant charges for private services, accepting payments and issuing receipts for the same
- Identifying the appropriate member of the Primary Health Care Team to receive information and
- Attend meetings with Practice Manager, Practice Operations Manager or Practice team and surgery team as required and take notes of the meeting
- Report back fully if asked to attend as a team representative, to the rest of the team and discuss notes/minutes of those meetings with them
- Bring to those meetings any queries or concerns from the surgery team if required
- To immediately bring to the attention of the management team, any concerns and complaints from patients, carers and other Healthcare professionals
- To deal with visitors to the practice according to Practice procedure and ensuring that they sign in and out of the premises, and that their attention is drawn to the matter of Confidentiality

## **2. PATIENT ENQUIRIES**

Performance will be satisfactory when the following takes place:

### **Face to face**

- Eye and/or verbal contact is made with patients arriving at Reception within 20 seconds.
- Patients are acknowledged as soon as possible.
- Patients, carers and all healthcare professionals are always treated with care, respect and courtesy
- Confidentiality is observed at all times, as laid down in your Contract of Employment and staff handbook.
- Appointments are kept with allotted times. Partners, Practice Manager or Practice Operations Manager will advise if alternatives are to be arranged.
- Appointments other than single ones are issued in line with the Practice Guidelines.
- When patients are at the desk, they are politely requested to excuse a Receptionist so that they may answer the telephone.
- When appointments are clearly noted and timed on the computer and reasons, if known, are entered in addition.
- One patient is allocated one appointment.

### **Telephones**

- When the telephones are answered within 5 rings.
- The appropriate greeting is given.
- Messages are logged with time, name address, telephone number and reason for contact. Also if any return contact is required, if the query is unresolved or further action is required, this should be made clear with the message.
- When repeat prescriptions are requested by telephone, these are dealt with immediately or written down and dealt with before the end of that shift.

### **Surgery Arrangements**

- Standard Operating Procedures are followed at all times.
- Appointments are offered from the start of a session outwards, unless a specific time is requested by the patient. These should not be offered routinely by the Receptionist.
- Patients are marked as arrived on the screen as soon as they have been greeted and identified.
- No double booking is undertaken without the authorisation of a Partner and this request is entered in the reason column. If this is requested, the Receptionists should also notify the Practice Manager or Practice Operations Manager.

### **Incoming Mail**

- Standard operating Procedures are followed at all times.

- Mail is opened within two hours of receipt
- Received mail is date and action stamped on opening.
- Mail is placed in the appropriate file.
- No mail is left on visible display.
- Personal, private and confidential or personal mail is left unopened, and given to the Practice Manager/ Practice Operations Manager

## **Housekeeping**

- Tidy desk area
- Consulting Rooms
- Reception area
- Kitchen area

Performance will be satisfactory when the following takes place:

- All paperwork relating to messages has been actioned, checked and discarded 15 minutes before the end of your shift.
- All relevant steps are taken to sign off the computer whenever the workstation is left unattended.
- The workstation is left as you would wish to find it.
- Stock levels of forms/equipment are replenished in accordance with the checklists.
- All literature on the Reception area is kept neat and tidy, floors are free from litter and spillages, including body fluids, are cleared up immediately, using the correct guidelines/procedures. (Please see Health and Safety Procedures.
- Kitchen is kept clean and tidy after use.
- Stock is ordered according to the procedures in effect at that time. Please refer to SOP for this.

## **Security**

Performance will be satisfactory when the following takes place:

- Open/Close procedures, are adhered to at all times.
- All prescription requests are kept confidential.
- All paths, floor areas and doorways are kept free from all obstructions at all times, to include ice, snow and other hazards.

## **Filing and Administration**

Performance will be satisfactory when the following takes place:

- Standard operating Procedures are followed at all times.
- All patients' records are filed in alphabetical order within one hour of Surgery closing.
- All patients' letters are opened within two hours of receipt, stamped with date and directive stamp, scanned into the patient's notes or presented to the GP for his/her directive before the end of the surgery session. All incoming paper copies of results are date stamped and scanned into the patient's records.

- All new patients presenting at the Surgery are invited to attend for a new patient health check, handed a practice leaflet and complete the appropriate registration forms in accordance with the Standard Operating Procedures .

### **Scripts**

Performance will be satisfactory when the following takes place:

- Standard Operating Procedures are followed at all times.
- Requests for repeat prescriptions are handed to Dispensary within 30 minutes of receipt.

### **Dealing with patients' medical results**

Performance will be satisfactory when the following take place:

This involves taking appropriate action for dealing with results as per practice protocol. This includes:

- Processing actions instigated by a clinician
- Ensuring patients are made aware of a clinician's interpretation/decision and how to proceed regarding their results according to practice protocol

### **Continuing professional development**

Performance will be satisfactory when the following takes place:

- A minimum of two Clinical Governance afternoon sessions are attended in each financial year
- A folder of CPD is available to the Practice Manager (if relevant)at the time of Appraisal, as a topic for discussion
- An annual appraisal is undertaken with the Practice Manager or Practice Operations Manager
- An active part is taken in significant event auditing, to include the raising of significant events, investigation of them and implementation of any changes made in the light of any investigations.

### **Data management and computer literacy**

Performance will be satisfactory when the following takes place:

- SMART cards are used in accordance with Practice policy for all working sessions.
- Receptionists demonstrate the principles of data protection in all aspects of working life and have a working understanding of the DPA1198 This includes work undertaken on the telephone, work undertaken in paper form and in relation to computer security.

- All opportunities are taken to improve computer skills, both in-post and in dedicated training sessions

### **Upholding quality**

Performance will be satisfactory when the following take place:

- Alerting other team members to issues of quality and risk
- Assessing own performance and taking accountability for own actions, either directly or under supervision
- Contributing 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
- Working effectively with individuals in other agencies to meet patients needs
- Effectively managing own time, workload and resources.

### **Maintaining filing systems**

Performance will be satisfactory when the following take place:

- Retrieving and filing Lloyd George medical notes as required, ensuring that strict alphabetical order is adhered to
- Accurately assembling medical records in advance for each consulting session if requested
- Keeping notes neat and tidy and in good repair with all necessary information recorded correctly on the outer cover including changing details of patients' addresses on the Lloyd George notes
- Sorting and tagging medical notes so that they are in strict chronological order according to the practice SOP
- Scanning clinical and non-clinical documents
- Retrieving and printing documentation from the electronic clinical system including:
  - Clinical letters
  - Past consultations
  - Results
  - Summaries

### **Administrative Duties**

Performance will be satisfactory when the following take place:

- Photocopying of notes is done by the date advised on the Lloyd George folder and then given to the Private Work Clerk.
- Scanning is done according to the practice protocol and by the end of the shift in which it was received.

**Management of premises**

Performance will be satisfactory when the following take place:

- A check of all consulting rooms is undertaken as the end of the day to ensure no patients remain in the building before leaving
- All windows and doors are closed and locked at the end of the day
- Workstations are left clear and tidy and any outstanding work is explained either electronically to the next staff, or with instructions

**Other**

- To carry out other duties that are required within the role as it evolves within the development of the organisation
- Participate in the tea rota

**Flexibility**

***No Job Description can give a complete account of all aspects of the post. Therefore, from time to time, the demands of the organisation will require adjustments in the responsibilities of the post. No such adjustments however, may be made without the agreement of the Partnership or without full consultation with the post-holder.***

**Please sign and date this document to confirm its accuracy at the present time.**

**Job holder:** .....

**Date:** .....