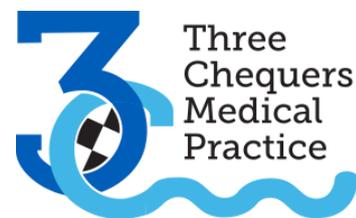


Three Chequers Medical Practice incorporating:

Endless Street Surgery
Three Swans Surgery
Winterslow Surgery
Porton and Old Sarum Surgery



Endless Street Surgery

72 Endless Street
Salisbury
SP1 3UH

T: 01722 336441

www.3chequers.co.uk

13/09/2021

Dear Applicant,

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

Application forms need to be completed and returned to me with a handwritten covering letter by the closing date which is **Monday 4th October 2021**.

If you have any questions please do not hesitate to call the surgery for further information and ask to speak with Alice Webb, Personnel Assistant.

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
Information for Prospective Employees
Practice Profile

Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area. We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 13 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at www.3chequers.co.uk

Three Chequers Medical Practice

Job Description

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

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
- 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

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
- 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

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 30 seconds.
- 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.
- 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 Protocols
- 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 middle 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.

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 and 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, as laid down in the Practice Manual 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 procedures in the Practice Manual.

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
- 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 tidying 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.

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

Three Chequers Medical Practice

Job Specification for Receptionist Position

	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Good general education / Numeracy and literacy skills	✓	
A demonstrable commitment to professional development	✓	
EXPERIENCE		
Experience of SystmOne clinical system		✓
Experience of Primary Care		✓
Experience of dealing with the public/patients	✓	
Complaints systems		✓
KNOWLEDGE/SKILLS		
Excellent keyboard and computer skills including use of Microsoft Office	✓	
Demonstrable excellent communication skills	✓	
An understanding, acceptance and adherence to the need for strict confidentiality	✓	
QUALITIES/ATTRIBUTES		
Ability to use own judgement, resourcefulness and common sense	✓	
Ability to work without direct supervision and determine own workload priorities	✓	
Ability to work at part of an integrated multi-skilled team	✓	
Pleasant and articulate	✓	
Able to work under pressure	✓	
Able to work in a changing environment	✓	
Able to use own initiative	✓	
Ability to self motivate, organise and prioritise own workload	✓	
Excellent timekeeping	✓	
Other		
Flexibility of working hours/able to work at desired times	✓	
Car driver/clean license – access to own vehicle	✓	

Three Chequers Medical Practice

Job Application Form

The information you provide to us will be used for the purposes of considering your application and assessing your suitability for the job only and will be processed by us in accordance with the Data Protection Act 1998.

Personal Details

Surname	Title
First Name	Preferred Name
Address	
Postcode	
Telephone Home	Mobile
Email	
National Insurance Number	
Do you have legal status to work in UK? YES / NO	Do you require a work permit to work in the UK? YES / NO
We are obliged by law to check your identity and that you are permitted to work in the UK. You will be required to provide us with the necessary evidence (original documents) before you can start work.	
Which position are you interested in?	Are you looking for a FULLTIME or PART TIME position?
Do you hold a relevant current driving licence? Yes / No	When are you available to start work?

Do you have access to a car Yes / No	Please give details of any driving offenses currently under endorsement:
Do you have any unspent criminal convictions (in accordance with the Rehabilitation Act 1974) Yes/ No	If yes, please provide details as some posts within the organisation are not protected by the Rehabilitation Act 1974

Employment History

Please list your most recent employer first – and <u>complete this even if you are attaching your CV</u> . If there are any breaks from employment, please explain them. If you need to detail any other relevant work experience, attach it as a separate sheet.	
<p>If we offer you a position we will contact your previous employers for a reference and your employment will be conditional upon the receipt of satisfactory references. If your references are not satisfactory, the offer of employment may be withdrawn.</p>	
Company Name	Manager's Name
Address	
Telephone	
Employed from	to Salary
Job title	
Duties	
Reasons for leaving	
Company Name	Manager's Name
Address	
Telephone	
Employed from	to Salary

Job title	
Duties	
Reasons for leaving	
Company Name	Manager's Name
Address	
Telephone	
Employed from	to Salary
Job title	
Duties	
Reasons for leaving	

Educational History

Name and Address of School/Institution	Dates attended	Qualifications
Any other relevant studies, qualifications or life experiences?		
What relevant skills and experience do you have that would contribute to the success of Three Chequers Medical Practice?		

How do you spend your time outside of work?

Additional Information

Do you have any criminal convictions except those 'spent' under the Rehabilitation of Offenders Act 1974 that we need to know about? If none please state. We may require you to provide us with a Criminal Records Bureau standard disclosure document to verify the information stated on this application form.

Please let us know if there are any reasonable adjustments that we should make in order to facilitate any disability and enable you to attend an interview, or any information about such a disability that you would like us to take into account when considering your application.

Please read this part carefully

Should your application be successful and you are short listed for a position, you will be asked to provide information relating to your health or a medical questionnaire.

We may seek to verify the information provided to us in this application form.

To the best of my knowledge the information on this application is complete and correct. I understand that falsifying information may disqualify me from being considered for employment by [employer's name] and, if I am employed by [employer's name], may be cause for instant dismissal.

Signature

Date