

Practice Receptionist

Closing date: 31st March 2024

Are you a friendly and proactive individual? We are currently recruiting for a Practice Receptionist to join Three Chequers Medical Practice to deliver outstanding care to our patients.

Location: Salisbury City Centre, Winterslow and Porton

We are looking for committed and enthusiastic individuals to join our well established Reception team who are an essential part of ensuring that our patients receive excellent medical care.

The ideal candidate will have had previous customer service experience ideally in a medical environment, however this is not essential. In addition, they will have had experience working as part of a team and should demonstrate good verbal and written communication skills and have a good sound knowledge of IT.

As a Practice Receptionist you will be receiving and responding to requests from patients and carers as well as liaising with members of practice staff and multidisciplinary teams to deal with patient queries; You will be provided with detailed care navigation training which, paired with our bespoke telephone system will enable candidates to direct patients to the appropriate service in a timely manner. You will be dealing with face-to-face patient enquiries, processing incoming mail and booking appointments. This varied role can offer approachable, helpful and professional individuals the opportunity to thrive in a task driven environment.

We have full and part-time positions available across Monday - Friday between the hours of 8.00am and 6.30pm and be willing to work a Saturday 8.30am - 5.00pm on a pro-rata basis. Successful applicants would be joining an expanding team of Receptionists that work within all four of our surgeries and our telephone hub. For this position you will need to have a full clean driving licence with access to a car as you may need to work at our branch sites.

What we can offer:

All new employees will receive a detailed induction and training programme as well as mentor to guide you through your transition into General Practice

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rata basis

Opportunities for career development and progression

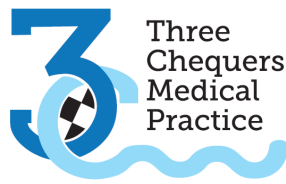
Staff training and away days

How to apply:

Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries.

For more information about these positions please visit our website www.3chequers.co.uk/staff-vacancies or collect an application form from Endless Street Surgery.

We look forward to receiving your application.



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 10 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

Job Description

Job Title:

Practice Receptionist

Reporting to:

Reception Lead/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.

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

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, 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.
- 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
- Attend meetings with Practice Manager or 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 reception 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 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 within allotted times. Partners/Practice Manager will advise if alternatives are to be arranged.
- Appointments other than single ones are issued in line with the Practice Guidelines.
- When appointments are clearly noted and timed on the computer and reasons, if known, are entered in addition.
- One patient is allocated one appointment.
- When patients are at the desk, they are politely requested to excuse a Receptionist so that they may answer the telephone

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.

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.

Incoming Mail

- Standard operating Procedures are followed at all times.
- Received mail is dated and stamped on opening.
- Mail is placed in the appropriate file.
- No mail is left on visible display.
- Personal, private and confidential is left unopened, and given to the Practice Manager.

Housekeeping

- Tidy desk/ hub 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.

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.

Continuing professional development

Performance will be satisfactory when the following takes place:

- A minimum of two Primary Health Care meetings are attended in each financial year
- An annual appraisal is undertaken with the Reception Lead
- 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.

Administrative Duties

Performance will be satisfactory when the following take place:

- Scanning is done according to the practice protocol and by the end of the shift in which it was received.
- Retrieving and printing documentation from the electronic clinical system including:
 - Clinical letters
 - Past consultations
 - Results
 - Summaries
 - New Registrations
 - Reception emails
 - MJOG
 - Reception Triage list

Management of premises

Performance will be satisfactory when the following take place:

- A check of all consulting rooms is undertaken at 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

Flexibility

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.

Job Specification

	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	✓	
Demonstrate 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 integrating 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	✓	