

## **Practice Telephonist**

***Closing date: 31st March 2024***

***We are seeking friendly and proactive individuals to work within our Telephone Hub to deliver efficient and outstanding care to our patients.***

The ideal candidate should have good verbal and written communication skills and enjoy helping others to problem solve and deal with queries. This varied role can offer approachable, helpful and professional individuals the opportunity to thrive in a task driven environment. Applicants will have customer service experience ideally in a medical setting but this is not essential.

We have both full-time and part-time positions available across Monday - Friday between the hours of 8.00am and 6.30pm. Successful applications would be joining our Reception team to working within the telephone hub.

### **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 rota basis

Opportunities for career development and progression

Staff training and away days

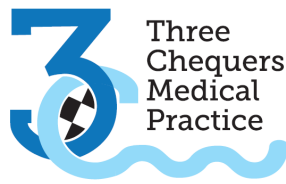
### **How to apply:**

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](http://www.3chequers.co.uk/staff-vacancies) or collect an application form from Endless Street Surgery.

If you have any questions about our current vacancies, please email [bswicb.recruitment.threechequers@nhs.net](mailto:bswicb.recruitment.threechequers@nhs.net)

We look forward to receiving your applications.



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

# Job Description

**Job Title:**

Practice Telephonist

**Reporting to:**

Practice Manager

**Practice Objectives:**

To provide accessible, prompt and professional health care for patients attending our Surgeries.

**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, 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 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

### **Patient enquiries:**

Performance will be satisfactory when the following takes place:

#### **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.

#### **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 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
- Participate in the tea rota

### **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 |
|---|-----------|-----------|
| <b>QUALIFICATIONS</b>   |           |           |
| Good general education / Numeracy and literacy skills                             | ✓         |           |
| A demonstrable commitment to professional development                             | ✓         |           |
| <b>EXPERIENCE</b>   |           |           |
| Experience of SystmOne clinical system  |           | ✓         |
| Experience of Primary Care  |           | ✓         |
| Experience of dealing with the public/patients                                    |           | ✓         |
| Complaints systems  |           | ✓         |
| <b>KNOWLEDGE/SKILLS</b>   |           |           |
| 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 | ✓         |           |
| <b>QUALITIES/ATTRIBUTES</b>   |           |           |
| 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   | ✓         |           |
| <b>OTHER</b>  |           |           |
| Flexibility of working hours/able to work at desired times                        | ✓         |           |
| Car driver/clean license - access to own vehicle                                  |           | ✓         |