

**MOUNT ORIEL MEDICAL PRACTICE
KNOCKBREDA WELLBEING & TREATMENT CENTRE, BELFAST**

MEDICAL RECEPTIONIST

JOB DESCRIPTION

Job title	Medical Receptionist
Hours	20 Hours per week. (Wed 9-6, Thurs 2-6, Fri 9-6) plus additional hours to cover holidays and sick leave as required.
Location	Mount Oriel Medical Practice, Knockbreda Wellbeing & Treatment Centre, Belfast
Reports to	Senior Receptionist / Practice Manager
Remuneration	starting at £11.66 per hour, rising after probationary period

MAIN PURPOSE OF THE JOB

The post-holder will be expected to provide an effective and efficient reception service to the Practice. To work within a team in a pressurised environment.
To ensure that confidentiality is maintained. It is essential that applicants have the ability to deliver the service in a pleasant and efficient manner.

KEY DUTIES OF THE JOB

1. To deliver an excellent standard of reception support to GP's and Staff working within the Practice.
2. To maintain confidentiality at all times.
3. To be a good timekeeper.
4. To communicate with others both colleagues, managers and GPs, effectively.
5. To deal with any patient and visitor enquiries at reception in a polite, friendly and prompt manner.
6. To answer busy telephone lines promptly and efficiently.
7. To manage the Practice appointments system appropriately when on duty.
8. To deal with requests for acute prescriptions, house calls, phone calls, ambulance transport, interpreter requests accurately.
9. To email bookings for services as required, flu vaccines, interpreter, ambulance, district nursing services.
10. To contact District Nursing for all appropriate referrals.
11. To receive & relay messages accurately for GP's & other Healthcare professionals
12. To inform patients of test results and GP's comments on these as appropriate and code on computer as given, to include warfarin results, ensuring protocols are followed.
13. To maintain the patient record filing system, to include manual record filing in patient charts, and accurately updating the computerised system.
14. To action repeat prescription requests (to include issuing repeat dispensing prescriptions and the answering machine), and print as allowed, alerting GP's to any queries or problems with repeat prescribing on a daily basis. Contacting chemists as required for delivery of medicines.

15. Scanning of all health correspondence onto our Apollo system and posting accurately to GP and patient, checking electronic documents and occasionally read coding data (accurate data input)
16. To provide new patient information packs to patients, and add data accurately to the computer system.
17. To ensure smooth running of the surgeries, providing any charts required, completing any referral forms for the treatment room, and any other duties the GP's may require.
18. General office duties to include collecting, date stamping, sorting and distributing incoming post, outgoing post, faxing, photocopying, emailing, letter typing as required.
19. To monitor the Practice reception email when on duty.
20. To assist with the monitoring, receipt and replenishing of stationery.
21. To abide by the Practice Prescription security protocol.
22. To assist the Practice manager as required to include the administration and booking of specialised clinics.
23. To liaise with other health professionals as required, eg. Health visitor, Practice Nurse, pharmacist, physio, mdt staff and BSO.
24. To provide cover, under the direction of the Practice Manager for other administrative staff within the Practice.
25. To ensure that all complaints are treated in a professional manner, recorded appropriately and brought immediately to the attention of the Practice Manager.
26. To be able to work alone as the only receptionist on duty on occasions.
27. To be capable of quick thinking, accuracy and be able to prioritise tasks.
28. To be able to manage several tasks at a time.
29. To continue to develop a quality culture within the Practice, to honour and meet existing standards of service and contribute to the development of additional standards.
30. To keep the Practice waiting area neat and tidy.
31. To comply with existing procedures and protocols.
32. To comply with Health and Safety at work legislation.
33. To report promptly to the Practice Manager any faults within the GP Practice area and the building eg. Door not locking, label printer not working
34. To undertake training as required to include regular CPR training.
35. To participate in the induction and support of new employees.
36. Any other duties as required by the changing needs of the service.

Relationships	To develop effective and positive relationships with other members of the Practice and contribute positively as a member of the Practice team.
Development	To develop one's self within the job by participating in any training/development as required.
Responsibility	On occasions you may be the sole receptionist on duty. This post involves a great deal of quick thinking, accuracy and responsibility.

**ALL STAFF MUST COMPLY WITH THE NO SMOKING POLICY
ALL STAFF MUST COMPLY WITH PRACTICE DRESS CODE**

All applicants please note:

This job description is intended to be an outline of the job as it is currently perceived and may be subject to review in light of the changing needs of the Practice. It is not intended to be rigid or inflexible, but should be regarded as providing guidelines within which the post holder will work. Other duties of a similar nature and appropriate to the post may be assigned from time to time.

Updated Sep 2024

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MEDICAL RECEPTIONIST

Person Specification

ESSENTIAL CRITERIA

1. Candidates must hold 4 GCSE's (A-C) or equivalent qualifications (to include English language) and a minimum of 6 months clerical or customer services experience (within the last five years)

OR

NVQ Level 2 in administration (or similar) and a minimum of 6 months clerical or customer services experience (within the last five years)

OR

One years experience in a clerical/reception or customer services environment. (within the last five years)

2. To be IT literate with a minimum of 12 months computer experience to include the knowledge of Microsoft Word.
3. To demonstrate an ability to work as part of a team and on own initiative.
4. To demonstrate an understanding, acceptance and adherence to the need for discretion and confidentiality.
5. To have effective communication skills.
6. To be friendly, approachable, co-operative and of a neat and tidy appearance.
7. To be polite and courteous towards patients, colleagues and all visitors to the Practice and on the telephone.
8. Experience of working in a pressurised environment and able to demonstrate the ability to prioritise your own work and multitask efficiently.
9. The ability to work in a changing environment.

DESIRABLE CRITERIA

1. Reception experience in a Hospital / Health centre / GP environment.
2. Experience of operating a medical computer system or equivalent.
3. Experience of working with the General Public (face to face)
4. Maths GCSE (A-C) or equivalent qualification.

(updated Sep 2024)