

Job Title: Receptionist/Administrative Assistant

Accountable to: Practice Manager
Team Leader

Job Summary: To provide the practice with an efficient and effective administrative support, and provide a courteous and caring service at all times to patients and visitors to the practice.

PRINCIPAL DUTIES

1. Reception:

- 1.1 Provide an efficient, caring and courteous telephone and reception service to all patients and visitors to the practice.
- 1.2 Receive and record appointment requests onto computer system in accordance with practice policy.
- 1.3 Receive and record home visit requests using the computerised home visiting system in accordance with practice policy.
- 1.4 Answer general enquiries and explain practice procedures and policies as necessary and as appropriate.
- 1.5 Receive and record incoming messages using the computerised messaging system in accordance with practice policy.
- 1.6 Receive and record messages for District Nurses and Health Visitors using the computerised messaging system in accordance with practice policy.
- 1.7 Ensure system for transferring out-of-hours calls is operational before leaving the premises.

2. Administration:

- 2.1 Ensure input of appropriate data on computer in accordance with practice policies and procedures.
- 2.2 Ensure all incoming hospital mail is scanned and routed to the appropriate GP in accordance with practice policy.
- 2.3 Ensure that all results received in the practices are scanned and routed to the appropriate GP in accordance with practice policy.
- 2.4 Ensure that all the relevant administration message columns on the computer are checked and dealt with regularly throughout the day in accordance with practice policy.
- 2.5 Ensure that new patient medical records received in the practice are scanned, summarised, and added to the computer in accordance with practice policy.
- 2.6 Ensure that all incoming mail from Practitioner Services is scanned and circulated to the appropriate personnel promptly and efficiently.
- 2.7 Ensure that all systems and procedures are managed in accordance with practice policy.
- 2.8 Receive and process repeat prescriptions in accordance with practice policy.
- 2.9 Process requests from external organisations requesting information regarding patients or their medical records as per the legal requirements for doing so.
- 2.10 On direction from the Team Leader, carry out duties appropriate to the role and in accordance with practice policy.
- 2.11 Typing and processing of correspondence with secondary care and other external organisations.

The above list of duties is not comprehensive but is intended as a general guide. Duties may vary subject to the introduction of revised procedures or new technology

The particular duties, responsibilities and hours of work attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed.