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Receptionist - New Bank Health Centre

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Manchester M12 4JE

£24,675 a year - Permanent

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Job details



Pay

£24,675 a year



Job type

Permanent

Location

Manchester M12 4JE

Full job description

Reception duties Welcome and receive all patients and visitors to the Practice. Assist and direct patients to the appropriate healthcare professional/service when they arrive at the Practice. Process all requests for appointments, visits and telephone consultation/triage ensuring all calls are directed to the appropriate healthcare professional and ensuring careful and accurate recording of details at all times. Project a positive and friendly image to patients and visitors either in person or on the telephone.

Explain Practice arrangements and formal requirements to new patients wishing to register and those seeking temporary registration ensuring all registration procedures are completed. Complete new registration procedures and ensure accurate recording of details at all times. Receive and make

telephone calls as required. Divert calls and take messages ensuring accuracy of detail and prompt appropriate delivery.

Action repeat prescription requests and ensure they are ready for collection by the patient within 48 hours. Provide test results to patients on advice from the GP or Nurse. Accept payment and issue receipts for private (non general medical services) services. Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

Act as a chaperone for general examinations if requested following appropriate training. Maintain a general overview of the reception area and take appropriate action to manage difficult/aggressive patient behaviour or those whose illness/condition worsens while waiting to be seen. Deal with general enquiries and explain procedures as requested. Offer general assistance to the Practice team.

Clerical/administration To have a thorough knowledge of all Practice procedures and protocols and know where to access them for reference adhering to them at all times. Ensure adherence at all times to the requirements of the Data Protection Act. Maintain and monitor Practice appointment system. Process all incoming and outgoing mail.

Action information received via email and fax. Undertake Choose and Book appointments as requested. Action, retrieve and accurately re-file patient notes and records as required. Ensure correspondence, reports, results etc.

are filed/scanned promptly in the correct patient record and are available when patients are seen. Action notes from GPs for individual patients using the Practice clinical system. Enter and code specific data from Consultant letters, faxes and other correspondence. Summarise new and existing patient notes following appropriate training.

Premises Open up premises at the start of the day, if first to arrive, de-activate the alarm make all necessary preparations to receive patients for the opening time of the Practice. When last to leave premises at the end of the day, ensure that the building is totally secured, telephone diverted to Out of Hours number, internal lights are switched off and the alarm activated. Clear and re-stock consulting rooms as required. Ensure the reception area, notice boards and leaflet racks are tidy and free from clutter and obstructions.

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