

JOB DESCRIPTION	
Job title:	Receptionist
Team/Department:	Primary Care
Location:	Ship Street Surgery, Brighton
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Primary Care Coordinator Operations Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	January 2024

JOB PURPOSE

To provide excellent patient care as a Receptionist.

The post holder will be responsible for:

- To support the practice with a range of administration duties.
- Prescriptions, checking against patient request that patient is due and ordering and sending to the GP for signing.
- Administration tasks. Calling and booking patients in for appointments and procedures as requested by clinical/ management team.
- Workflow. Managing, coding and filing hospital letters and sending appropriately to team members for further action.
- To book in patients, amend and cancel patient appointment in line with practice appointments procedures ensuring optimum efficiency of the appointment system.
- Ensure that patients without appointments but who need 'urgent consultations' are booked into appropriate slots and referred to a GP where necessary.
- Time efficiency of the appointment system.
- Receive and accurately record requests for home visits, assessing urgency in accordance with the Practice's protocols. Print off home visit summary sheets.
- Respond and/or redirect all patient and visitor requests accordingly.
- Explain practice arrangements and formal requirements to new patients and temporary residents, ensure procedures are completed.
- Set-up of new patients onto the computer system.
- Produce repeat prescriptions according to practice procedures and ensure timely distribution of completed prescriptions.
- Ensure correspondence, reports, results etc. are filed electronically in correct patient record and are coded or work flowed to GP/ Nurse appropriate member of staff as applicable.
- Ensure reception and waiting areas are kept neat and tidy.

- Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
- Undertake administration tasks as allocated on rota organised by Primary Care Coordinator/ Operations Manager.
- Action start and end of day procedures ensure answering machine service for out of hours information is directed appropriately – switched to answer machine at close of business each day.
- Check emails on a daily basis, action, file and complete as required.
- Regularly check and action personal tasks and emails.
- Amalgamation of new patient records.
- Action referrals sent by GPs. Ensuring they are on appropriate forms, actioned in a timely manner and sent via ERS where appropriate.
- Answer results queries from patients and be able to direct them to locating their own if signed up to patient access Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
- Opening, date stamping and scanning or distributing post.
- The post-holder is responsible for, in concert with others, maintaining the accuracy of the Practice's Clinical System EMIS.
- Contacting the Hospital or other services if required for best possible patient care.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Managing the many conflicting priorities that the post requires.
- Ensuring you follow the protocols for the prioritisation of work.
- Providing and maintaining a professional and effective dialogue with patients.
- Ensure professional and good working relationships are maintained both internally and externally with colleagues, healthcare professionals within the Primary and Secondary Care sectors with regard to the needs of the Practice and the needs of patients registered at the Practice.
- The post holder is required to be methodical and work to a structure, seeing problems through to their satisfactory conclusion.
- The post-holder is required to work in a well-organised and professional manner to meet the demands of the work, maintaining concentration and accuracy.
- The post-holder is often required to work independently of others and to be self-determined.
- The post-holder must be understanding and approachable to patients and able to respond to patient requests.
- The post-holder is required to have well-developed keyboard skills.
- The post-holder must be able to communicate effectively and collaboratively across varied staff disciplines.
- The post-holder must clearly understand the importance of maintaining patient and data confidentiality.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a standard DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Good standard of education</p> <p>Maths and English GCSE or equivalent grade A-C</p>		<p>Application, Interview and proof of education</p>
Experience	<p>Practical experience of working with others</p> <p>Experience of working under own initiative</p> <p>Experience of using IT in a working environment</p> <p>Working in General Practice or the NHS</p>	<p>Medical terminology</p> <p>Experience of customer service</p>	<p>Application, Interview and References</p>
Practical skills	<p>Excellent communication skills: able to listen effectively, clearly articulate and adapt communication style to facilitate understanding</p> <p>Confident in dealing with people face to face or over the phone</p> <p>Problem solving : able to explore and resolve issues calmly under pressure</p> <p>Time Management: able to work to deadlines</p> <p>IT literate</p>	<p>Understanding of the NHS and current pressures across the system</p> <p>Experience of working in General Practice or the NHS</p> <p>Experience using Docman and Emis Web</p>	<p>Application, Interview and References</p>

Requirements	Essential	Desirable	How identified
	<p>Information management - able to collect, organise and input data efficiently</p> <p>Planning and organising - able to multi-task and prioritise</p>		
<p>General</p>	<p>Self-motivated</p> <p>Flexible; available to work flexible hours as required</p> <p>Team working; Able to work effectively as both part of a team and under your own initiative</p> <p>Adaptability: able to adjust to changing demands and situations</p> <p>Interpersonal skills: able to deal with diverse people under difficult, emotive and stressful circumstances whilst maintaining confidentiality at all times</p> <p>Able to follow protocols, policies and processes and confident to ask for guidance or help when required</p> <p>Dependable: Trustworthy, committed, reliable, punctual and thorough</p>		<p>Application, Interview and References</p>