



Monkfield Medical Practice

Position:	Patient Services – Receptionist/Administrator
Location:	Sackville House, Sackville Way, Cambourne, Cambridge
Posts:	1 part-time position 14.75 hours per week
Days & Hours:	Thursday 8AM - 1330, Friday 0745-1800
Salary:	£8.74 per hour, rising to £8.98 after successful probation period of 6 months

Monkfield Medical Practice (MMP) is an expanding Practice, led by 2 GP Partners and their multidisciplinary team who work together within a close team, supporting each other to provide safe, high quality, sustainable healthcare to Cambourne.

We are seeking a part-time receptionist to join our friendly team, to greet and assist patients in accessing the appropriate service or relevant healthcare professional in a courteous, efficient and effective way.

You will provide general administrative assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

You will play a key role in the continued development of MMP, working closely with the practice team in implementing systems aligned to the practice's values and purpose, especially during this exciting time of expansion due to the continued growth of Cambourne.

You will have proven customer service experience gained either working on reception or within a customer service based position, and have the ability to multi task within an environment that is unpredictable. You will have a passion for providing excellent customer service when expectations can vary, whilst remaining calm, polite and professional.

In return, you will receive continued support in the workplace, an excellent working environment, 27 days annual leave and 8 bank holidays on a pro rata basis and access to the NHS Pension scheme.

To apply for this position, please send you CV and covering letter to Hannah Crisford, Practice Manager at h.crisford@nhs.net

THE CLOSE DATE FOR THIS POSITION IS 15th January 2020

Job Description

JOB TITLE:	Patient Services Receptionist/Administrator
LOCATION:	Sackville House, Cambourne
HOURS:	14.75 per week
REPORTING TO:	Assistant Practice Manager
KEY RELATIONSHIPS:	All MMP Team members

ORGANISATIONAL PURPOSE:

“To deliver first class healthcare which is competent, timely, proactive, empowering, demonstrable, and evidence based. To actively encourage partnership working and investment in people, whilst ensuring financial viability for the future”

JOB PURPOSE:

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To play a key role in the continued development of MMP, working closely with the practice team in implementing systems aligned to the practice’s values and purpose.

KEY RESPONSIBILITIES:

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
- Deal with all general enquiries, explain procedures and make new and follow-up appointments.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Enter requests for home visits into the visit book, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor.
- Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.
- Ensure that all new patients are registered onto the computer system promptly and accurately
- Enter patient information on to the computer as required.

- Patient notes and correspondence:
- Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to
- Ensure correspondence, reports, results etc are filed promptly and in the correct records, ensuring that all recent correspondence is available when patients are seen.
- Ensure records are kept in good repair with all necessary information on the outside cover clearly visible.
- Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
- When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and the alarm activated.
- Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Manager.

Confidentiality:

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation

Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute 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
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.

Person Specification

Whilst some aspects of the specifications are essential, we do request that candidates show the willingness and motivation to work towards the ability to perform all specifications listed below.

Below is a summary of the job specifications required by the receptionist:

Experience	Essential / Desirable
Dealing with the public over the telephone & Face to face	Essential
To have worked within a practice and/ or health service setting	Desirable
Experience of working on a confidential basis in a reception / office environment	Desirable
Working with and within a diverse community	Essential
Experience of problem solving when individuals are upset, confused or angry.	Essential
Experience in using MS Packages and databases	Essential
Experience in using GP Software e.g. SystmOne	Desirable
Skills	Essential / Desirable
Excellent Communication	Essential
Problem Solving ability	Essential
Ability to remain calm, polite and professional under pressure	
Ability to accurately receive, record and relay information both verbally and in writing through production of documentation and data entry	Essential
Ability to store and retrieve files from numerical, alphabetical and computerised filing	Essential
Ability to manage high volumes and multi task	Essential
Ability to work sportively as part of a team	Essential
Understanding of the importance of patient confidentiality and the consequences of breaking confidentiality	Desirable
Knowledge of local community and understanding of a multicultural, racially diverse population	Desirable
Openness to explore alternative working practices	Essential

Understanding team development and team working	Essential
Passionate about Customer Service	Essential
Excellent time management	Essential
Flexibility within job role and ability to adapt	Essential
Use of SystemOne Clinical Database	Essential