



MARYPORT HEALTH SERVICES

Alneburgh House, Ewanrigg Road,
Maryport, Cumbria. CA15 8EL

JOB TITLE: Receptionist

REPORTS TO: Reception Manager/Practice Manager

HOURS: Up to 30hrs per week

Job Summary:

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way. Project a positive and friendly image to patients and other visitors to the practice.

Provide general assistance to the Practice team.

Job Responsibilities:

Administration:

- To have a thorough knowledge of all Practice policies and procedures.
- To work in accordance with written protocols.
- Patient correspondence, eg appointments.
- Make arrangements for patients to be seen via Choose and Book system
- Validate patient referral data
- Pulling/filing notes.
- Filing post in medical records.
- Fax and photocopy as requested.
- Open and date mail as and when required.
- Prepare weekly Reception rota

Reception:

- Receiving and directing all patients and visitors in an efficient manner.
- Handing out completed correspondence, eg insurance forms, blood books medical certificates etc.
- Collection of any necessary payments from patients or their representatives
- Monitoring patient flow verbally or via electronic call system
- Awareness of and response to staff alarm system.
- Dealing with all patient and staff enquiries.

- Receive specimens to be sent to the lab for testing.
- Communicating with colleagues regarding information about any urgent or unresolved matters.
- Responsible for audio system.

Appointments:

- Responsible for making patient appointments, both on the computerised appointment system and manually if appropriate for surgeries/clinics either in person or via telephone.
- Printing and distribution of appointment lists.

Prescriptions:

- Generate all prescription requests from collection box, pharmacies and online.
- Hand out completed and signed prescriptions, checking patient details.
- Provide support to the Medicines Manager

Switchboard:

- Responsible for the smooth operation of the switchboard directing calls to the relevant recipient or taking a detailed message when appropriate.
- Have working knowledge of telephone system, during and after hours.

Computer:

- Registration of temporary residents.
- Data entry.

Other Tasks:

- Ensure building is secure – have thorough knowledge of doors/windows/alarms.
- Responding to and managing urgent situations
- Any other tasks allocated by managers.
- Open premises, when required, activate switchboard from night emergency service, and take any urgent calls