**JOB DESCRIPTION**

JOB TITLE: Medical Receptionist

RESPONSIBLE FOR: Self

RESPONSIBLE TO: Practice Manager/GP Partners

## Key Role and activities

# Liaison with medical staff

 GPs/ Practice Nurse/ Other PHCT members (Internal and Community)

# Liaison with administrative staff/public

 Practice Manager/Administration staff /Patients

## Training and Development

1. Participate in any training programme implemented by the practice as part of this employment, such training to include:
2. Participate in the Practice’s Appraisal scheme taking responsibility for maintaining a record of own personal and or professional development
3. Attendance at EMIS update courses sharing information relating to the clinical systems

# Administrative Duties

1. Answering the telephone and ensure systems run smoothly
2. Welcome patients/visitors as they enter the premises, direct patients where appropriate to use check-in systems for clinics and deal with any other queries as they arise
3. Direct patients as to the correct use of the BP monitor and update records
4. Explain practice arrangements and formal requirements to all new patients and to those seeking emergency or temporary cover
5. Advise patients of all relevant charges for private services, accept payment and issue receipts
6. Enter all relevant information and requests for home visits and call back telephone calls into the computer and where necessary contact the doctor on duty
7. Enter all requests for ambulance transportation into diary and book same to ambulance control
8. Monitor opportunistic screening for all due diary dates, vaccinations and cytology, book appointments for all patients to attend the appropriate clinic
9. Receive prescription requests at the counter and process accordingly
10. Opening of incoming mail/lab reports and sorting it appropriately /pull & file letters to patient charts when required in the filing area.
11. Upkeep of the drawers containing stationery and forms at front reception prepare daily post and take to the post office for 4.45pm

# Prescription Duties

1. Manage and process all requests for medication from the various users of the system
2. Prepare all repeat and current script requests for patients using the script line and the online EMIS access requests for repeat scripts following practice policy
3. Respond to all queries from doctors/district nursing staff and community pharmacists
4. Update patients medication records, monitor and inform the Doctor of any over/under use of any drug
5. Prepare for the daily collection of scripts by the delivery service to the appropriate pharmacies to meet time scheduled for collection
6. Follow the practice procedure to ensure the security of prescriptions and ensure stocks are maintained as required
7. Prepare MED3/Mat1 forms for completion by the GP
8. Prepare for the return of notes to BSO and update the computer system of these changes.
9. File charts as required
10. Stock GPs rooms / printers with paper and prescription forms
11. Report any problems to Supervisor or Practice Manager

## Other duties

2nd line support to the reception desk during busy periods

Clearing Drs trays of post and referrals

Giving out Results

Dealing with solicitors and social security requests

Recording smear results and posting letters

Dealing with general enquiries over the telephone

**Read Coding** this post holder will have shared responsibility for the read coding of the post when required, ensuring protocol is followed and regularly updated, patient records updated and other staff informed of any changes to the system.

**Scanning of incoming mail**, ensuring patient records are completed and problems with the system alerted to the IT- coordinator

**Summarising Charts**, the post holder will have shared responsibility for ensuring all new patient charts are collated and the data entered following practice guidelines. The timescale for summarisation to be completed must be adhered too, to ensure the requirements for GMS2 are met.

**Management of emails to the Practice,**

Daily checking and onward processing of emails