## FORESTSIDE MEDICAL PRACTICE

**Job Description: Medical Receptionist**

**Location: Dibden Purlieu**

**Responsible to: Mrs J Stewart - Practice Manager**

# Responsibilities

* Assisting patients in the process of booking appointments within the surgery.
* Ensuring correct information is passed to the office, when it falls outside the remit of reception responsibility.
* Informing The Practice Manager when problems occur.
* Undertake various Reception & administrative tasks as requested by Practice Manager, Senior Secretary, Reception Supervisor
* To maintain a high standard of communication with patients, GP’s, staff and all others.

# Duties

* Reception Duties/Admin support
* Answer the Telephones & Book patient Appointments
* Word Processing Data entry into the clinical system
* Assist with - Data Entry within the Immunisation Clinic
* Process Patient tasks or eConsult
* Communication. - With patients both face to face and over the telephone.
* Arrange appointments in accordance with practice procedures
* Deal with any queries from patients, hospitals and other outside bodies appropriately.
* Make telephone calls on behalf of the practice as and when required.
* Check you Diary for any messages from the night before
* Open up all of the computers
* Open the key cupboard and drug cupboard – put script boxes out the front
* Empty Dishwasher
* Know who is in house
* Set up GP & Nurse rooms, switch their computers on – update stock
* Answer all telephone calls promptly and politely from 08.00 am
* Open surgery doors at 08.00am
* Make computerised appointments, repeating all information clearly e.g. doctors name, the day, date and time of the appointment
* Deal with all queries e.g. results or services offered by the practice (when busy ask the patient wanting results to phone back after 2.00pm).
* Check all of the doctors rooms are clean and tidy after the morning surgeries, stock up on missing forms, bottles etc (Ear pieces etc to the treatment room)
* Check people in to surgery, make them feel welcome and at ease
* Book appointments at the desk
* Print repeat prescriptions (according to shift pattern)
* Print Lists for the following day – get out any notes required
* Accept repeat prescription requests and hand out completed ones
* Deal with any letters, forms, certificates and charge where a fee is payable
* Deal with all specimens as and when they come in – wear gloves, PPE, Hand Washing etc
* Ensure that patient has signed the appropriate GMS forms i.e. maternity pink form, T/R forms
* Filing of medical records
* Amalgamation of notes, registrations and deductions
* Scanning Clinical documents
* Make Morning Tea/Coffee for GP’s and staff
* Washing up and or filling the dishwasher
* Deal with the specimens – Pathology transport
* Check all notes/paperwork/filing at the end of each shift before you leave the surgery or hand over to the next shift