

# **WEST LONDON MEDICAL CENTRE**

## **JOB DESCRIPTION**

**Post: Receptionist**

**Grade:**

### **Job Summary**

The Receptionist is the first point of contact to those using the practice and as such will act as the focal point of communication between patients, doctors and other practice staff. The receptionist is responsible for ensuring the smooth running of the appointment system therefore maximising the use of doctors time and minimising the risk of patient dissatisfaction.

### **Duties and Responsibilities**

Open and close practice premises and ensure that all areas are prepared for surgery and that all areas are tidy following surgery.

Ensure that telephone system is ready at start of the day and changed to night service at the end of surgery.

Answer telephone calls promptly and politely and deal with all calls where possible or pass on as appropriate.

Ensure that patient's records are ready for GPs appointments and ensure that they are filed as appropriate following appointments.

Receive visitors and patients at the surgery and deal with general enquires regarding procedures at the practice.

Make appointments for patients using the practices computerised appointments system.

Take calls for and arrange home visits where appropriate.

Open and distribute post and process outgoing post.

Take and pass on messages on behalf of all practice staff in a timely and appropriate manner.

Process medical records of new patients and those leaving the practice as per practice policy.

Undertake general filing as required.

Arrange recall of patients where necessary.

Prepare and process repeat prescriptions as per practice policy.

Update patient information where appropriate

Arrange ambulance transportation where necessary.

Maintain stationery stocks and ensure that consulting rooms have sufficient stationery at all times

Prepare and process any forms for completion by doctor e.g. insurance claim forms.

Scan clinical data onto the system as appropriate.

In agreement with colleagues, participate in security procedures e.g. locking up, securing windows etc at the end of surgery.

### **Data Protection**

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or of a word processor you should do it in a fair and lawful way. You should hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such a purpose. To disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action which may involve dismissal.

### **Health & Safety**

To be familiar with the various Health and Safety regulations, policies and procedures and to ensure that they are adhered to.