

WAREHAM SURGERY

PATIENT SERVICES CLERK – JOB DESCRIPTION

MAIN PURPOSE OF POST: To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other medical staff at this very busy practice.

RESPONSIBLE TO: Line Manager

HOURS OF WORK: 25 hours per week over 5 days, to include mornings, afternoons and evenings each week. All hours are subject to alteration during periods of cover for colleagues' leave or sickness; reception is covered between 7:30am and 7:30pm, Monday to Friday.

MAIN RESPONSIBILITIES OF THE POST:

1. RECEPTION DUTIES

Ensure efficiency of appointment system and monitor flow of patients into consulting rooms and treatment rooms and ensure that patients without appointments who need "urgent consultation" are seen in a logical and non-disruptive manner

- a. Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, and ensure procedures are completed.
- b. Respond to all queries and requests for assistance from patients and other visitors.
- c. Receive and make calls as required. Divert calls and take messages as appropriate.
- d. Enter requests for home visits on to visit list stating relevant information, and follow the practice protocol for any other instructions regarding visits
- e. Ensure that requests for prescriptions are actioned within 48 hours.
- f. Be conversant with the practice computer system with particular regard to patient identity and repeat prescribing.
- g. Advise patients of relevant charges for private services, accept payment and issue receipts for same.

2. MANAGEMENT OF APPOINTMENT SYSTEM

- a. Ensure total familiarity with the appointment system, including regular and incidental variations.
- b. Familiarity with services offered by the Practice, e.g. CDM clinics, phlebotomy services, repeat prescriptions, etc.
- c. Book appointments ensuring correct information is recorded.
- d. Monitor effectiveness of the system and report any problems or variations required.

3. MANAGEMENT OF MEDICAL RECORDS

- a. Scan patient information into appropriate patient record as directed by the doctor.
- b. Retrieve and re-file records as required, ensuring that strict alphabetical order is adhered to.
- c. Ensure records are kept neat and tidy and in good repair with all the necessary information on the cover.
- d. Amend patient details on the computer and on the paper records when changes occur.

4. START AND END OF DAY PROCEDURES including

- a. Open up premises at the start of the day, turn off alarm system and make all necessary preparation to receive patients.
- b. Ensure that the telephone system is operational at the beginning of each day and switched over to the night service at the end of the day.
- c. Secure premises at the end of the day, ensuring the building is secured, all unnecessary lights are off and alarm activated.

Any other duties which might reasonably be expected of the post

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 recognises 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

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

The post-holder will:

- Apply Practice policies, standards and guidance

SPECIAL REQUIREMENTS OF THE POST:

- a. An understanding, acceptance and adherence to the need for **strict confidentiality**.
- b. An ability to use own judgement, resourcefulness, common sense and local knowledge to respond to patients' enquiries and requests.
- c. The need to be **flexible** and be prepared to cover leave and sickness.
- d. Excellent communication skills.

PATIENT SERVICES CLERK – PERSON SPECIFICATION

The successful applicant will be neat and tidy in appearance and in good health. He/she will have attained a good standard of basic education and will have had some reception/office experience, with the ability to use general office equipment. He/she will have good common sense, be a good team worker, and will have the ability to deal with the general public in a pleasant and courteous manner. **The job requires flexibility as the reception area is staffed from 7:30am until 7:30pm, Monday to Friday.**

THE NHS PENSION SCHEME

All GP practice staff are entitled to join the NHS Pension Scheme. For full details please access their website at www.nhsbsa.nhs.uk/pensions.