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###### JOB DESCRIPTION

**Post:** Bank Receptionist

**Reports To:** Operations Supervisor

**Location:** Dorking and surrounding Surrey areas

**Hours of Work:** Covering weekday, weekends and evenings, as well as Bank Holidays including Christmas and New Year

**Hourly Rate:** £8.63 - £12.93 (depending on shift)

Practice Plus Group provide “Out of Hours” primary care to patients for Primary Care Trusts in Surrey, operating patients outside normal surgery hours. This incorporates nurse advice, doctor advice, primary care centres and a home visiting service.

The “Out of Hours” period is deemed as being after 18.30pm to 08.00am the following morning on weekdays, and all day Saturdays, Sundays and bank holidays.

Practice Plus Group also operates 111 telephone advice services providing clinical advice, referral to appropriate providers and health service information.

### Job Summary:

#### To prepare and open a center for patients and doctors arrival. To ensure patients are seen in a professional manner following the guidelines issued by Practice Plus Group. To provide a receptionist role to the doctor and the patient and enter data onto the IT system.

### Key Responsibilities:

1. Ensuring that the site is open and ready for the start of the shift and locking the site up securely at the close of a shift.
2. Setting up equipment and paperwork ready for the arrival of both Doctors and patients.
3. Greeting patients and dealing with them in an efficient and professional manner.
4. Effective telephone communication relating to patients, Doctors and central base.
5. Accurately entering patients diagnosis on system.
6. Completing a PCC Log Sheet during every shift as per the guidelines.
7. Checking and completing stock requisitions on a regular basis for drugs, stationary, disposables and sundries.
8. Accurate record keeping regarding distribution of prescriptions and drugs.
9. Maintaining tidiness on site at all times.
10. Completing Doctor’s reminders as per the instructions issued.
11. Ensuring all files on site are up to date and all paperwork filed away.

### Hours of Work

Hours of work are negotiable to meet the service level requirements. However shift patterns will be between 3 - 6 hours during evenings, weekends and Bank Holidays. There may be restrictions on leave in certain busy periods. Staff will be expected to be available for work over the Bank Holiday periods.

**Confidentiality**

All information obtained in the course of the post holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

General

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group business plan.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group

**Smoking**

Practice Plus Group is a non-smoking organization and you are therefore required not to smoke in any of the buildings where Practice Plus Group business is carried out.

**Travel to other sites**

You may be required to travel to other Practice Plus Group locations.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Other duties**

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

**Background**

The Primary Care Centres operate from various surgery/hospital sites

All calls are voice recorded. We have a number of visiting service cars with on board computers and mobile phones and four Primary Care Centres (PCC’s) that are ‘out of hours’ surgeries.

Out of hours Call Handlers at the call centre who record basic patient information take patient calls. The call and information are then transferred to nurses who go through an assessment of the patient’s needs.

The outcomes of this ‘triage’ process can be either: home care advice only, a PCC visit, or a home visit by one of our mobile units, or a referral to another provider, i.e. A&E, 999, or to health visitors, district nurses, social services etc.

Referral information to the PCCs and home visiting car is sent via computer communications to computers at these locations, and a print out is automatically provided to the on duty GP.

The drivers or PCC reception staff records the final result of the GP’s consultation onto their computer, which is then transmitted back to the call centre to end the call.

## **PERSON SPECIFICATION**

**Primary Care Centre Receptionist**

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|  | Essential | **Desirable** | **Comments** |
| **EDUCATION/****QUALIFICATIONS** | Good general education |  |  |
| **SPECIALIST****SKILLS/****ABILITIES** | Ability to work effectively under pressureAccuracy and attention to detailEffective telephone manner |  |  |
| **RELEVANT****EXPERIENCE** | Good Organisational & administration skills |  Previous customer service and telephone experience |  |
| **KNOWLEDGE** | Relevant computer skills and familiarity with word/ email packages |  |  |
| **COMPETENCIES** | Excellent communication skillsClear speaking voiceAbility to negotiate, influence and persuade as appropriateFluency in English |  |  |
| **OTHER****REQUIREMENTS** | Mature outlook with positive and professional attitude |  |  |

### Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This form must be completed for each vacancy prior to advertising and forwarded to Human Resources, together with a copy of the job description, person specification and proposed advertisement. All 3 forms should accompany the Request to Recruit form.