

## WYE SURGERY JOB DESCRIPTION

Full-time Receptionist/Administrator – 5 days a week (Monday - Friday)

Reports to: Reception/Administration Supervisor

Responsible to: Practice Manager

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### RECEPTION DUTIES

- Ensure that the Practice is ready for opening at the required time and that all equipment, rooms and facilities are in good working order. Any faults to be reported to the Assistant Practice Manager or Practice Manager immediately
- Attend to patients both face to face and on the telephone
- Dealing with requests for home visits both on the phone and by the District Nursing team
- Booking of appointments on to the clinical system, including allocating of E-consults
- Complete patient administrative tasks in Docman & Emis
- Assisting patients wishing to register with paperwork as required, registering onto the clinical system in a timely manner
- Receiving new patient's medical records and logging as required
- Pulling and distributing medical records as required by Doctors or for change of address, insurance reports etc.
- Safe guarding patient's privacy and confidentiality at all times
- Deal with all outgoing post
- Ensuring reception waiting area is kept clean and tidy at all times
- Ensuring that all messages or unresolved matters are passed on to other members of the reception team
- Ensuring the reception desk is kept sufficiently supplied of all relevant documents
- Complete shredding and filing in a timely manner
- Completing any in-house or external training as required by the Practice
- Acting as a chaperone when required, once training has been given
- Carry out kitchen and security checks at the end of the day
- Ensure that tasks of absent members of the team are carried out during leave or sickness

Each receptionist will have specific administrative tasks that they have been allocated, these will be reviewed on a regular basis with the Assistant Practice Manager/Practice Manager and should be carried out as per the relevant protocols and procedures in place.