



*"Trust our family to look after your family"*

**An exciting opportunity has arisen to join a dynamic and innovative large GP practice in the centre of the historic and lively city of York. York Medical Group is a large, inner city practice, serving a population of 44,500 over 8 sites.**

### **RECEPTIONISTS**

Hours: 37.5hrs

£9.14 per hour

Sites: Water Lane, Acomb and Tower Court

We offer 6 weeks annual leave and automatic enrolment into the NHS Pension.

We have openings for Receptionists to join our existing teams. The ideal candidates should be friendly and approachable, have excellent customer service skills, be computer literate, have an excellent telephone manner and be a flexible team player. Given that we are still working within a pandemic and the challenges health care provides are constantly facing, it is essential for candidates to be resilient, we also find a good sense of humour really helps!

**Main duties include** greeting patients, booking appointments, registering new patients to the practice, processing and distribution of prescriptions, answering incoming telephone calls or dealing with patients, Klinik Forms and general enquiries.

The successful candidate must be available to work between 8am and 6.30pm. Knowledge of the System1 booking system or experience of working with a GP surgery would be an advantage but not essential as full training will be given.

This is a very busy environment to work in with a constant demand for appointments, but you will be working with a great team of people who will support you along the way.

Interested candidates should download the job description from our web site and submit the YMG application form or forward their CV to [kaywilson5@nhs.net](mailto:kaywilson5@nhs.net)

**Candidates who have applied previously need not apply.**

## Job Description

<b>JOB TITLE:</b>	<b>RECEPTIONIST</b>
<b>RESPONSIBLE TO:</b>	Lead Receptionists
<b>RESPONSIBLE FOR:</b>	n/a
<b>JOB PURPOSE:</b>	<ul style="list-style-type: none"> <li>• Greeting patients and visitors in an efficient and courteous manner</li> <li>• Provide an effective and polite telephone enquiry service</li> <li>• Proactively communicate information between relevant patients, doctors and professionals</li> </ul>

<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
<b>1.</b>	Greet patients and visitors to the practice and deal with general enquires and complaints
<b>2.</b>	Book in patients and visitors inline with practice appointments and visitors' procedures.
<b>3.</b>	Respond and/or redirect all patient and visitor requests accordingly.
<b>4.</b>	Ensure computerised appointment system is up to date.
<b>5.</b>	Booking, amending and cancelling patient appointments.
<b>6.</b>	Set-up of new patients onto the computer system.
<b>7.</b>	Process and distribution of completed prescriptions.
<b>8.</b>	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
<b>9.</b>	Process Klinik Forms.
<b>10.</b>	Provide advice to less experience colleagues
<b>11.</b>	Ensure outstanding enquiries are explained and handed over to the next shift as necessary
<b>12.</b>	Provide medical information to patients using practice guidelines
<b>13.</b>	Record and charge patients appropriately for private work
<b>14.</b>	Process incoming/outgoing mail
<b>15.</b>	Providing clerical assistance to practice staff as required, including data processing, filing, photocopying and scanning
<b>16.</b>	Monitoring of stationery and other supplies
<b>17.</b>	Keep reception area clean and general housekeeping duties
<b>18.</b>	Opening/ locking up of practice premises and maintaining security in accordance with practice policy
<b>19.</b>	Ensure phone system is on "call taking" mode and closed at the end of the working day and that the pre-recorded message is up to date.
<b>20.</b>	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes) In an accurate and secure manner.
<b>21.</b>	Ensure the scanning and electronically filing of patient information is carried out inline with procedures.
<b>22.</b>	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
<b>23.</b>	Work across multi sites will be required
<b>24.</b>	Keep up to date with current training

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

**Date: Oct 2021**