JOB DESCRIPTION

## JOB TITLE: ADMINISTRATION/RECEPTION

**REPORTS TO:** PRACTICE MANAGER

**HOURS:** 25 hours per week (Monday, Tuesday, Wednesday, Thursday & Friday)

**LOCATION:** The Olive Family Practice

 Pikes Lane Health Centre

 Deane Rd

 Bolton

 BL3 5HP

**JOB SUMMARY:**

Responsible for the administrative support for the practice, staff and patients. The role requires flexibility for reception cover when required between 8am – 6.30pm on the regular days of work.

To ensure administrative and clerical duties are carried out within the practice’s guidelines and policies.

To ensure the day-to-day activities of the practice are carried out accordingly.

**JOB RESPONSIBILITIES:**

**Administrative support**

Provide administrative support to members of the primary health care team in the following areas ensuring appropriate practice records are kept up to date

* Document management
* Referrals
* Scanning
* Read/Snomed coding
* Patient registrations
* Registration Links
* Workflow tasks
* Summarising medical records
* Processing the daily post/emails
* Medical Reports/Subject Access Requests
* Copying Medical Records
* Open Exeter Cytology
* Queries from doctors, patients and staff
* QOF / Call and Recall
* Searching/reports
* Audits

**Maintain, update and monitor computerised registration data base**

* Ensure all new registrations are entered onto the database
* Update the database for all patient change of registration status as notified
* Ensure all transfers off registration database are effected as and when applicable
* Check, monitor and deal with items as they appear in the GP links system
* Sort and distribute accordingly any correspondence and records received in the weekly delivery from the Health Authority
* Ensure medical records requested for return to the Health Authority are retrieved and dealt with in the appropriate manner

**Reception Duties**

* General Reception Duties: booking appointments, prescriptions, patient enquiries etc
* Book appointments and recalls ensuring sufficient information is recorded to enable retrieval of the medical record
* Support the Practice Manager and senior receptionist to work towards achieving the practice aims and objectives as required.
* Any other duties considered appropriate to this post by the practice manager.

**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 implement and lead on the full range of promotion and management of their own and others’ health, safety and security as defined in the practice health & safety policy, and the practice infection control policy. This will include (but will not be limited to):

* Ensure job-holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
* Maintain an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
* Health and safety – Ensure robust system is in place.
* Ensuring the practice complies with all aspects of the health and safety at work legislation.
* Fire prevention – Oversee testing of equipment and ensure compliance within the practice.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial/corrective action where needed
* Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general/patient areas generally clean, identifying issues and hazards/risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
* Undertaking periodic infection control training (minimum annually)
* Routine management of own team/team areas, and maintenance of work space standards
* Demonstrate due regard for safeguarding and promoting the welfare of children.
* Responsibility for security, repairs and maintenance of practice equipment.

**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 that 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
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**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
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

**Communication:**

You will recognise the importance of effective communication within the team and strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly

**Contribution to the implementation of services:**

The post-holder will:

* Apply practice policies, standards and guidance
* Ensure reception staff apply practice policies, standards and guidance.