

# Larwood Health Partnership

## Job Description

**Job Title:** Telephonist/Receptionist

**Reports to:** Team Leader on site

### **Job Purpose:**

To provide an efficient and responsive reception and telephony service to the patients and the Primary Healthcare Team and undertake related administration tasks, ensuring patients are directed to the right clinician or service as appropriate.

### **Special Considerations:**

Must have excellent verbal, written and interpersonal skills, and be able to work on your own initiative. Must be capable of working in a team and across multi-professional teams. Must remain calm and resilient under pressure with a desire to learn and develop new skills. Must be flexible with hours and days of work to ensure the service is covered.

As part of reception duties you may be required to stand for a considerable amount of time.

The individual may be required to travel to other sites for holiday and sickness cover.

Saturday Mornings and some evenings until 20:00 hours may be required on a rota basis and some

A minimum of two years' experience working in a people orientated field is desirable.

### **Principal Accountabilities:**

1. To receive and deal with incoming telephone calls into the Practice ensuring that patients are dealt with by the right person, in the right way at the right time
2. To ensure patients are directed to the right clinician or service
3. To communicate with patients using all media safely, securely and accurately
4. To provide a reception service for all patients and visitors reporting to the reception desk including: appointment bookings, prescription requests and other queries
5. To give appropriate advice in cases of emergencies by following protocols eg chest pain protocol
6. To be aware of the different services available to patients
7. To discuss electronic services with patients and enroll them onto the appropriate systems
8. To record contacts with patients in accordance with practice policies
9. To obtain all relevant information from service users in order to aid clinicians
10. To be able to explain to patients the practice protocols where relevant eg home visit protocol
11. To record relevant information on the appointment system – eg the reason for the appointment, the reason for the home visit request, the reason why the patient needs more medication etc
12. To print out patient reports eg home visit reports
13. To ensure any visitors to the practice sign in and out
14. To ensure any messages requiring responses are followed up
15. To file clinical correspondence according to Practice protocols including prescriptions awaiting collection
16. To distribute clinical/non-clinical correspondence to Practice members
17. To undertake photocopying tasks as requested.
18. To issue repeat prescriptions following practice protocols
19. To comply with the Practice Health & Safety Policy at all times
20. To uphold confidentiality at all times

21. To respond to patients in emergencies, assisting with CPR if required
22. To react to activated panic alarms in accordance with practice protocols
23. To portray the Practice in a positive light

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

**Other Duties and Responsibilities:**

- Attend meetings as requested.
- Uphold confidentiality at all times
- Follow security procedures
- Follow all Health & safety procedures
- Be a positive role model to others and promote the Practice in a positive light
- Carry out any other duties relevant to the role

**Communications and Working relationships:**

The post-holder should recognise the importance of effective communication within the team and will 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

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

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The above job description is not a definitive list and you may be asked to carry out other duties as deemed appropriate.