

JOB DESCRIPTION

Job Title:	Medical Receptionist/Clerical Assistant	Job Holder:
Location:	Bennoch Medical Centre	Date: 2026
Hours:		
Responsible to:	Practice Manager	

Job Summary:

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way. Provide general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone

Job Responsibilities:

Reception

- Ensure that patients and visitors are provided with an efficient, caring telephone and reception service,
- Be able to cover all reception positions as necessary,
- To undertake reception shifts as and when required,
- To deal with patients at the front desk in a polite and courteous manner,
- To make appointments accurately for both Doctors, Nurses and other members of the community team using both manual and computerised systems,
- Have working knowledge of telephone system, during and after hours,
- Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts,
- Handing completed repeat prescriptions to patient and checking names and addresses.
- Meet any visitors to the Practice and ensure that they are directed to the person they are coming to see. Show visiting clinicians to available rooms and set up the computer for them,
- Ensure that patients are kept informed of any delays in seeing their Doctor or Nurse, and that their needs are met,
- Ensure an effective and efficient reception service is provided to patients and any other visitors to the Practice,
- Deal with all general enquiries, explain procedures and make new and follow-up appointments
- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed,
- Receive and make telephone calls as required, promptly and efficiently. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Enter requests for home visits, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor.
- Enter patient information on to the computer as required.

Administration

- Deal with incoming mail,
- Scan and file all hospital mail via docman on a daily basis.
- Enter patient information on to the computer as required.
- Ensure that all prescriptions received from Doctors are filed as soon as possible, before the end of the day,
- Update patients' records electronically with their change of address and or name.
- Record INR results on Warfarin checklist, following the correct procedure, telephoning patients when requested to do so, with their results, and ensuring details are written accurately,
- To have a thorough knowledge of all Practice procedures.
- To work in accordance of written protocols
- Fax and photocopy as requested
- Use electronic Docman system to deal with queries from patients regarding test results etc ensuring all information is correct
- Process the Docman workflow following instructions from GP's regarding patients test results, passing on information correctly and timely either by phone or letter

Prescriptions

- Process requests for repeat prescriptions promptly and accurately,

Premises

- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Ensure that the waiting room is tidy and that leaflets are well stocked and air the waiting room in turn with other staff.
- Ensure the kitchen is kept clean and tidy
- Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
- When last to leave at the end of the day, ensure that the building is secured, internal lights are off and the alarm activated by following the closing down procedures.

Equality and Diversity

- Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues,
- Behave 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

Information Technology

- Have full understanding of the clinical system
- The post holder must be competent in all aspects of IT to achieve required standards expected within the practice and be responsible for continual professional development.

Quality:

- The post-holder will assess their 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,
- The post holder values the importance of proficient team working together with acceptance of responsibility for own role,
- Excellent organisational and communication skills and the ability to accurately achieve results on time,
- The post holder will have the responsibility of working on their own initiative to a high degree and at times under increased pressure to achieve targets.

Communication:

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

- Communicate effectively with other team members, patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly

Confidentiality

This should be observed at all times. A breach of confidentiality will result in instant dismissal.

Other Duties

The above list of duties is not comprehensive but is intended as a general guide. The particular duties, responsibilities and hours of work attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Duties may vary subject to the introduction of revised procedures or new technology

I understand if there is anything I am unclear about within this job description, I will ask. I agree to work to this job description at all times.

Signed Date