

PERTH & SCONE MEDICAL GROUP

Part-Time Medical Receptionist/Admin Assistant

30 hours weekly (Monday – Friday)

Salary Scale: £21029-£21993 (pro rata)

We are currently looking for an experienced receptionist to join our team at Perth & Scone Medical Group.

The post will be Monday to Friday (over 5 days) and the flexibility to work the contracted hours at variable times during the practice opening hours of 7.45am – 6.00pm will be an essential requirement.

The position will be based at both Taymount Surgery and Scone Surgeries and the ability to drive would be preferred.

Previous General Practice experience is not essential as training will be provided although previous employment in a medical environment or medical terminology knowledge would be advantageous.

The successful candidate will be expected to have excellent customer service skills and will possess at least 2 years of experience in a previous customer facing role.

Attention to detail and reliability are essential to this role and the successful candidate will be expected to work well within a team setting whilst under the pressure of a fast paced environment.

Please apply (with CV) to: Mrs Lyn Williamson
Practice Manager
Taymount Surgery
1 Taymount Terrace
Perth
PH1 1NU

Email applications: lyn.williamson@nhs.scot

Closing date: Friday 28th April

Website: www.perthandscone.co.uk

Job Title:	Part-Time Receptionist/Administrative Assistant
Accountable to:	Practice Manager Admin Team Leader
Job Summary:	To provide the practice with an efficient and effective administrative support as well as a courteous and caring service to patients and visitors to the practice.
Salary Scale:	£21029 - £21993 (pro rata)
Hours of Work:	30 hours - over 5 days (between 7.45am – 6.00pm)
Location(s) of Work:	Taymount & Scone Surgery

PRINCIPAL DUTIES

Reception:

- 1.1 Work as part of a small team to provide an efficient, caring and courteous telephone and reception service to all patients and visitors to the practice at all times.
- 1.2 Receive and record appointment requests onto computer system in accordance with practice policy.
- 1.3 Receive and record home visit requests using the computerised home visiting system in accordance with practice policy.
- 1.4 Answer general enquiries and explain practice procedures and policies as necessary and as appropriate.
- 1.5 Receive, record and process messages for members of the extended multi-disciplinary practice team using the computerised messaging system in accordance with practice policy.
- 1.6 Assist patients to navigate health services both internally to the practice and also externally to other healthcare providers where appropriate to do so.

Administration:

- 2.1 Ensure input of appropriate data onto practice computer system in accordance with practice policies and procedures.
- 2.2 Ensure that incoming hospital mail is processed and routed to the appropriate healthcare professional in accordance with practice policy.

- 2.3 Ensure that all results received in the practices are scanned and routed to the appropriate GP in accordance with practice policy.
- 2.4 Ensure that all the relevant communication pathways are dealt with regularly throughout the day in accordance with practice policy.
- 2.5 Ensure that new patient medical records received in the practice are processed in accordance with practice policy.
- 2.6 Processing of acute and repeat medication requests in accordance with practice policy.
- 2.7 Process requests from external organisations requesting information regarding patients or their medical records in line with GDPR legislation.
- 2.8 On direction from and under the supervision of the administrative Team Leader, carry out duties appropriate to the role and in accordance with practice policy.
- 2.9 Mentoring and supporting new reception staff members, where appropriate.

The above list of duties is not comprehensive but is intended as a general guide for the role. Duties may vary subject to the introduction of revised procedures or new technology

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.

Person Specification for Receptionist/Admin Asst

Criteria	Essential	Desirable but not essential
Experience	At least 2 years of previous experience in a customer focused reception/administrative role	Previous experience in general practice or other medical environment
Knowledge & Skills	Sound working knowledge of Microsoft applications IT proficient	Vision or other clinical system experience Medical Terminology
Qualifications	Nat 5 pass (or equivalent) in Maths and English	HNC Administration & IT
Personal Qualities	Excellent Team Player as well as able to use their own initiative Possess excellent communication and time management skills Understands the need for discretion and patient confidentiality at all times Self motivated and enthusiastic in their approach to the role Conscientious with an excellent eye for detail Can adapt well to change when required	
Other	Flexibility within the working week as necessary to cover periods of holiday/sick leave Able to work well under pressure and to deadlines Friendly and warm in manner Smart in appearance Resilient in nature Reliable and trustworthy	Driving Licence