

PERTH & SCONE MEDICAL GROUP

Part-Time Medical Receptionist/Audio Typist

32.5 hours per week (Monday – Friday)

We are currently looking for an experienced Receptionist/Audio Typist 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.

This position will be primarily based at Taymount Surgery but the successful candidate may also be expected to work at our Scone branch surgery on occasion.

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

Commitment, reliability, excellent IT skills and attention to detail are essential to this role and the successful candidate will be expected to work well under pressure and to tight deadlines.

They should have at least 2 years of previous experience of working in a fast paced customer facing administrative role and as such, they will be expected to possess excellent communication skills.

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: Sunday 22nd January 2023

Website: www.perthandscone.co.uk

JOB DESCRIPTION

Job Title:	Receptionist/Audio Typist (dual role)
Accountable to:	Practice Manager Admin Team Leader
Job Summary:	To work as part of a multi-disciplinary team to deliver a high standard of reception and administrative support to the patient population of the practice
Salary:	£18404 (pro-rata)
Hours of Work:	32.5 weekly, over 5 days (between 7.45am – 6.00pm)
Location of Work:	Taymount & Scone Surgery

PRINCIPAL DUTIES

Reception:

- 1.1 Provide an efficient, caring and courteous telephone and reception service to all patients and visitors to the practice.
- 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 and record incoming messages using the computerised messaging system in accordance with practice policy.
- 1.6 Receive and record messages for District Nurses and Health Visitors using the computerised messaging system in accordance with practice policy.
- 1.7 Ensure system for transferring out-of-hours calls is operational before leaving the premises.
- 1.8 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 on computer in accordance with practice policies and procedures.
- 2.2 Ensure all incoming hospital mail is scanned and routed to the appropriate healthcare professionals in accordance with practice policy.
- 2.3. Processing of digital dictation using the Lexacom and SCI-Gateway systems.

- 2.4. Processing of laboratory results in accordance with practice policy.
- 2.5. Ensure that all the relevant administration message columns on the computer are checked and dealt with regularly throughout the day in accordance with practice policy.
- 2.6. Ensure that new patient medical records received in the practice are processed in accordance with practice policy.
- 2.7. Ensure that all incoming mail to the practice is scanned and circulated to the appropriate personnel promptly and efficiently.
- 2.8. Ensure that all systems and procedures relevant to the role are managed in accordance with practice policy.
- 2.9. Receive and process repeat prescriptions in accordance with practice policy.
- 2.10. Process requests from external organisations requesting information regarding patients or their medical records in line with GDPR legislation.
- 2.11. On direction from and under the supervision of senior staff, carry out duties appropriate to the role and in accordance with practice policy.
- 2.12. Processing of correspondence with secondary care and other external organisations.

The above list of duties is not comprehensive but is intended as a general guide. 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

Criteria	Essential	Desirable but not essential
Experience	At least 2 years of previous experience in a fast paced customer focused reception/administrative role Previous typing/secretarial experience	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 Proficient in audio typing
Qualifications		HNC or similar qualification gained in secretarial/administration studies
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	Driving Licence