



Medical Receptionist

Within our fantastic Heworth Green Surgery team

What we can offer you...

A role that makes a difference

All our Receptionists are in the privileged position to know they make a very real difference to our patients and their families at the end of their working days. This is real job satisfaction.

Genuine team and work with great people

Our teams are made up of some amazing people and we hear all the time from them about the levels of support, spirit and togetherness in their local teams. We are not afraid to say we work in a challenging environment although our people genuinely help one another every step and every day.

Great relationship with your line manager

Our teams benefit from some fantastic reception team leaders, who are accessible, experts in the job, supportive personalities and spend time with you to understand how you feel about your role.

What is the purpose of this role...

We think the role of a receptionist is simple, to provide the best, reassuring and compassionate service every day...every patient. For this reason our receptionists must be able to say.

'I know my patients'

- I adapt my communication style to particular needs of a patient
- I accommodate particular needs of a patient
- I display sensitivity to the particular circumstances of a patient
- I take personal responsibility for prioritizing / ensuring work is complete in sensitive circumstances

'I leave patients with positive experiences'

- I make patients feel they are my priority and I am there for them from the moment they arrive at the reception desk
- I demonstrate the manner in which we make first contact with a patient at the desk or phone is important to their experience.
- I take ownership of knowing what great service looks like to my patients and their relatives
- I am active in team meetings / brainstorming meetings / event meetings that look at how reception service can be improved with my own ideas, suggestions and solutions.

'I am an expert communicator and handler of difficult conversations'

- I recognize our patients and their family members visiting our surgery can be anxious, worried or unwell which makes their visit difficult for them. I provide a calm and reassuring manner throughout.
- I skillfully signpost our patients to the best appointment, help or service for their circumstances.

'I am a great colleague to work alongside'

- I see work in the team as a collective team effort, not as individual workloads. I work as a collective team and share problems. I take ownership of problems now or on the horizon myself and not leave this for others.



- I react positively to unexpected situations, challenges or problems which can be the norm in our environment; I know I can rely on my colleagues to always help each other through the unexpected.
- I don't wait to be asked, I proactively offer my help and support to my colleagues
- I make every effort to resolving a patient complaint myself and view these as an opportunity to improve how we do our work for our patients.
- I take a fair share of covering planned and unplanned absence in the team, in doing so supporting my colleagues.

Job specification

All of our surgeries are busy and many people will be unwell and anxious.

- Dealing with patient queries and requests (such as booking of appointments and resolving queries) by phone or in person, efficiently and accurately
- Retrieving information accurately and efficiently from our clinical system
- Production of prescriptions for patient medications
- Supporting the clinical team and handling their requests
- A variety of other activities that could be reasonably expected of a Medical Receptionist.

What we look for in your application

- Experience as a Medical Receptionist is desirable but not essential, we would consider (1) an excellent track record in a fast paced customer service environment (2) interacting with people from all walks of life and (3) proven background of the above.
- First class communication skills
- Competent in the use of PCs and IT
- Ability to adhere to strict confidentiality policies
- Absolute discretion with regards to patients and colleagues
- Proven history of learning and adhering to policies and processes
- The ability to work in a fast paced environment with an attention to detail.

So are you in?

Job title: Medical Receptionist
 Location: Heworth Green Surgery
 Hours: 11 Hours per week

Monday	17:00 – 20:15
Tuesday	18:00 – 20:15
Wednesday	17:00 – 20:15
Thursday	18:00 – 20:15
Friday	Non-working day
Saturday	Non-working day
Sunday	Non-working day

Salary: Up to £15,775.50 per annum pro-rata (£8.09 per hour) after successful probationary period + company pension scheme

Selection for Interview

The Practice recognises that discrimination of any kind is both unlawful and would act as a barrier to finding the most talented individuals for our organisation. As such, our recruitment and selection procedures exist to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex



or sexual orientation. A great deal of careful consideration has been invested in preparing the advert for this post based on the specification for this role and the person we are looking for.

Our selection for interview process is designed to ensure individuals are selected for interview on the merit of their application only.

If you are applying through NHS Jobs, you will notice you are asked if you would like a guaranteed interview as part of the 'Two Tick' disability scheme. Whilst this is an admirable government initiative, please be aware we are not signed up to this scheme. This is a question on the NHS jobs application form which is outside of our own control. Our own process ensures we consider candidates on the merit of their application only and we do not ask any questions regarding a disability as part of our selection process. We only give candidates the opportunity to share information regarding any disability **after** candidates are invited to interview and **only** if the candidate feels they require adjustments in the interview process.