**JOB DESCRIPTION – RECEPTIONIST**

1. Dealing courteously, cheerfully and efficiently with all patients attending the surgery
2. Efficient and accurate filing of patient records electronically.
3. Taking and transmitting messages efficiently and accurately on the Emis-Web computer systems.
4. Dealing promptly, efficiently and cheerfully with telephone enquiries.
5. Dealing with prospective new patients wishing to register with the practice with a welcoming attitude. Following registration procedures as agreed by the doctors/practice manager. Providing all new patients with Practice Information.
6. Making patient appointments for surgeries and recording them accurately on to the Emis-web computer system.
7. Dealing with Practice/Patient notes sent to Receptionists for actioning by the Doctors in an efficient, accurate and confidential manner.
8. To process repeat prescriptions via EPS for the doctors authorisation.
9. Practice ethics and the confidentiality of patient records/treatment etc to be adhered to at all times.
10. Efficient distribution of in-coming and dealing with outgoing mail on a daily basis
11. To ensure that telephone calls are diverted at the end of each day (6.30pm) to the Out of Hours service.
12. To ensure that the Practice is secure and the alarm is set before leaving at night.
13. To be punctual if you are opening up early for the morning shift – ensuring that the Out of Hours call diversion is cancelled promptly at 8.00am.
14. To be punctual, ideally arriving 10minutes before your shift is due to start and for the changeover of shifts during the day, thus enabling the changeover of messages etc to run smoothly.
15. To read and familiarise oneself with the Practice Rules and Health and Safety Rules
16. Agreeing to any reasonable requests made by the Doctors, Practice Manager or Assistant Practice Manager.
17. Keeping the surgery and kitchen area clean and tidy, including picking up toys and magazines in the waiting room and emptying bins where necessary.
18. In addition to regular hours some flexibility in working hours may be required from time to time.
19. Other administrative tasks to be undertaken following consultation and appropriate training.