

Medical receptionist vacancy (bank)

Pay: £12.71 per hour

We are a busy GP surgery in Storrington, West Sussex, and are looking for candidates to join our friendly team on a bank/ad hoc basis to cover holidays and sickness, and who will provide a high-quality service to our patients in accordance with the Practice procedures and policies.

All applicants must be reliable and hardworking with a positive attitude. You will have the ability to remain calm and good-natured when sometimes faced with challenging situations.

Applicants will be expected to have a good standard of education, including English and Maths, and good IT skills are essential. Experience of working with the general public is essential, preferably within primary care or an NHS environment.

The successful candidate will ideally have had experience in general practice or a similar environment, and previous use of a clinical system (SystmOne) is desirable, though not essential as full training is provided. This is a very busy role and at times stressful, so being able to work under pressure is a must.

Responsibilities:

- Answering and dealing with telephone enquiries and booking suitable appointments for patients.
- Manage patient queries in a timely, efficient and professional manner.
- Signposting patients to the correct clinician and/or service.
- Work with confidential and sensitive information, maintaining confidentiality at all times.
- To ensure high levels of accuracy are maintained in all aspects of work.
- Liaise with clinical staff, GPs and management to meeting patients' needs.
- Process administrative tasks associated with the role upon receiving full training.
- Other duties as requested by the Reception Management Team, Practice Management or GPs.

Benefits:

- Company pension
- On-site parking

Disclosure and Barring Service Check:

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

CLOSING DATE: 2nd October

Please submit a covering letter and CV via email to:

sxicb-wsx.patientenquiries-glebesurgery@nhs.net