

# **PINHOE & BROADCLYST MEDICAL PRACTICE**

## **RECEPTIONIST RECRUITMENT - OCT 2019**

### **TWO POSITIONS AVAILABLE**

Thank you for your interest in these part-time vacancies and in joining the team here at the Pinhoe and Broadclyst Medical Practice. Post-One, at 20hrs/week, is to replace a member of staff who is leaving shortly. Post-Two, at 27.5hrs/week is a new position needed to help meet the demands of our growing patient list. Please read all the documents below carefully before you apply.

- The Job Description tells you what we expect you to do in this position.
- The Person Specification tells you what we are looking for.
- The Basic Terms and Conditions tell you what we are offering in pay, holidays and other benefits.

The timetable for this recruitment is as follows:

- On Thursday 3<sup>rd</sup> October the positions open for applications.
- The closing date is Noon on Wednesday 23<sup>rd</sup> October. Applications received after that time will not be considered. If you post your application, please do not rely on 1<sup>st</sup> Class Post guaranteeing next day delivery. Send your application in plenty of time.
- Applications will not be routinely acknowledged. Candidates short-listed for interview can expect to hear from us by end-of-day Friday 25<sup>th</sup> October. If you have not heard from us by then, you can assume your application has not been successful.
- Interviews will take place on the afternoon of Thursday 31<sup>st</sup> October. If you are unable to attend at this time it is unlikely that we will be able to consider your application.

Please provide an up-to-date CV, with a covering letter in support of your application. This should explain why you are interested in the job(s) and what you can personally bring to it. Applications that simply consist of a CV, without a covering letter, will not be considered. Ensure that your details include contact telephone number(s) and an email address.

**PLEASE MAKE IT CLEAR IF YOU ARE APPLYING FOR POST-ONE, POST-TWO OR BOTH**

We are happy to accept applications by email to [andypotter@nhs.net](mailto:andypotter@nhs.net). Or by post to:

Andy Potter – Practice Manager  
Pinhoe & Broadclyst Medical Practice  
Pinn Lane, Pinhoe  
Exeter  
EX1 3SY

Please mark your envelope PERSONAL TO ADDRESSEE ONLY.

Informal enquiries are welcome. Please ask to speak to Emma Pacey, Assistant Practice Manager or to Andy Potter the Practice Manager, on Exeter (01392) 469666.

**Thank you again for your interest in the work of the Practice.**

# **PINHOE & BROADCLYST MEDICAL PRACTICE - RECEPTIONIST**

## **JOB DESCRIPTION**

### **Job Summary**

The Receptionist is a key part of the team and the first contact most patients have with the Practice. You will ensure an effective, efficient and welcoming reception service is provided to all patients and visitors to the Practice. You will work at both our Pinhoe and Broadclyst surgeries. Receptionists here do work as a team and there will be occasions when we ask you to be flexible about covering for your colleagues.

### **Main Duties and Responsibilities**

- Receive patients at the front-desk in a friendly and professional manner. Record arrival on our EMISWeb system and ensure patients understand appointment arrangements.
- Deal with general enquiries and make new and follow-up appointments for all Doctors, Nurses and attached clinicians.
- Using Practice guidelines and your own judgment, ensure that patients who need to be seen urgently are accommodated in a logical and non-disruptive manner.
- Explain Practice arrangements to new patients and those seeking temporary cover.
- Receiving/making telephone calls as required. Deal with telephone enquiries, take and forward messages, both accurately and promptly.
- Process/refer as necessary requests for home visits.
- Action repeat/acute prescription requests, ensuring these are managed strictly in accordance with the Practice's procedures and published service standards.
- Enter patient information on to our EMISWeb computer system as required. Carry out other general administrative duties including: Opening post and scanning letters and documents, processing emails, completing forms, retrieving and filing medical records and photocopying. In due course you may be required to take primary/deputizing responsibility for a particular area of Practice administration.
- Generally assisting in the smooth running of the reception area.
- Undertake any other additional duties appropriate to the post as requested by the Reception Facilitator or the Practice Manager.
- Advise patients of relevant charges for private services. Accept payments and issue receipts as required

### **Equality and Diversity**

The post-holder will support the Practice policy on equality, diversity and the rights of patients, carers and colleagues. This includes:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

Overall, behaving in a manner which is welcoming to the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

## **Confidentiality**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, very sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined, the post-holder will have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to business information relating to the practice. All such information, from any source, is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with Practice policies and procedures.

## **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

## **Reality Check**

Our patients are generally very cooperative and appreciative of the service we provide. Patient surveys consistently demonstrate the high regard in which our front-desk staff are held. However, as in any customer-facing role, you may have to deal with people who are sometimes demanding and unreasonable. Patients may be anxious about their own health or that of a family member and you will be their first point of contact with the Practice. While the Practice is supportive of staff and takes a Zero-Tolerance approach to unacceptable behaviour, you will need to be able to cope with this. The job can be stressful at times, particularly on days when appointments are in short supply and when your contact with patients may seem rather negative.

There will of course be many other occasions when you'll feel you've helped a patient and really made a difference, often by simply being sympathetic or offering a kind word.

**PLEASE NOTE THIS POST IS SUBJECT TO A DISCLOSURE & BARRING SERVICE (DBS) CHECK. THESE WERE PREVIOUSLY BETTER KNOWN AS CRB CHECKS.**

## PERSON SPECIFICATION - RECEPTIONIST

Attributes	Essential	Desirable
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good basic education.</li> <li>• Literate &amp; numerate</li> <li>• Competent computer user, in particular Windows, MS-Word, Outlook and use of email systems.</li> </ul>	<ul style="list-style-type: none"> <li>• 5 or more GCSEs, including English and Maths (Grade C) or equivalent</li> <li>• Recognised IT qualification</li> <li>• Trained in EMISWeb system</li> <li>• Trained in any commercial or public sector in-house computer system.</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Good communication and interpersonal skills.</li> <li>• Able to demonstrate a basic understanding of the role of a receptionist in a health or social care environment.</li> <li>• Able to prioritise tasks and work load effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Understands issues regarding accountability and confidentiality.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Face-to-face customer care experience.</li> <li>• Working in a successful team.</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a GP Practice or similar health and social care environment.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Flexible as regards working hours.</li> <li>• Enthusiastic, motivated and reliable.</li> <li>• Able to demonstrate high levels of personal integrity and an appreciation of confidentiality issues.</li> <li>• Professional, friendly and approachable manner.</li> <li>• Able to cope with busy, stressful periods and with less than reasonable behaviour from some individuals .</li> <li>• Willingness to undergo education/training for both Practice and service needs.</li> </ul>	

## BASIC TERMS & CONDITIONS – RECEPTIONIST

### Hours of Work

#### Post-One

In all, 20 hours/week.

- Monday 08:00 to 13:00
- Tuesday Not worked
- Wednesday 08:00 to 13:00
- Thursday 13:00 to 18:00
- Friday 13:00 to 18:00

#### Post-Two

In all, 27.5 hours/week.

- Monday 07:30 to 13:00
- Tuesday 07:30 to 13:00
- Wednesday 07:30 to 13:00
- Thursday 07:30 to 13:00
- Friday 07:30 to 13:00

### Rate of Pay

- The hourly rate on appointment will be between £7.85\*/£8.35. Upon achieving a good level of competence, this will rise to £8.85, being the substantive rate for the post. We would expect the typical period to achieve such competence as being one year.  
\* For starters aged 25 years & older, the range would start at £8.21 in line with the National Minimum Wage.
- Rates are reviewed annually in April, normally in line with national NHS pay settlements..

### Annual Leave

- On commencement, the equivalent of 25 days/year.
- After 5 and 10 years' service, the equivalent of 27.5 and 30 days respectively.
- In addition, staff are entitled to the 8 national Statutory Holidays (SHs) each year.
- The annual leave figure above is added to the 8 SHs to provide a total annual leave in days, which is then converted to hours. If a SH falls on a day you normally work, you are required to sacrifice the required number of hours to cover the SH. Full details of your holiday entitlement will be given to you when you commence employment.

### Pension

- All staff are automatically enrolled in the NHS Pension Scheme. You may opt out of joining the scheme if this is your wish.
- In this pay range, employees currently contribute 5.0% or 5.6% of gross pay, with the employer contributing 14.38% at the present time. Full details of the scheme will be made available once an offer is made.

### Start Date/References/DBS

- We hope to start these positions as soon as possible, but we acknowledge that candidates already in employment may have to give notice. We will wait for the right person.
- Any offer of employment will be made subject to the receipt of satisfactory references and medical enquiries. References will not be taken up until after a formal offer is made and that offer has been accepted in writing
- Any offer of employment is subject to the receipt of a satisfactory DBS check.

### Special notes for existing NHS staff

- While GP Practices are NHS employers, their terms and conditions are typically not the same as in the mainstream NHS, eg. Hospitals, Community Trusts or CCGs.
- The Practice has not adopted the Agenda for Change (AfC) system of grading and salary scales and so pay is not subject to incremental progression.
- Provision for benefits such as sick pay, annual leave and enhanced maternity leave may be less favourable than in mainstream NHS service.

### Applicants who are patients registered with the Practice

It is the policy of the Practice that employees cannot be registered patients here. There are two main reasons for this.

- It creates a conflict of interest, where your GP is also your employer. For example, can you expect your boss to give you a Sick Note ?
- Other staff members could have access to your medical records.

Patients of the Practice who are interested in these positions should not be discouraged from applying. The fact that you are currently a patient will have no bearing whatever on the consideration of your application. However, if you were offered a post you would have to make arrangements to register with a different Practice before taking up the position. The Practice will be happy to assist you with this.

\*\*\*END\*\*\*