**SQUIRES LANE MEDICAL PRACTICE – RECEPTIONIST & ADMINISTRATOR POST**

**\*\*\*SUCCESSFUL CANDIDATE COULD START IN THIS POST IMMEDIATELY\*\*\***

Our friendly, forward thinking, dynamic and paper light GP surgery is seeking enthusiastic, highly motivated, flexible and well organises Receptionist ideally with some experience in General Practice.

**OUR PRACTICE DETAILS**

* GMS Practice with 6,000 patients
* Currently 2 Partners & 1 regular GP
* 1 Practice Nurse
* 1 HCA
* EMIS Web system
* DOCMAN system

**POSTS DETAILS**

* We are currently looking to fill a post for 30hrs per week working either morning shift from 8-2pm or afternoon shift from 1-7pm from Monday to Friday.

**Main Duties:**

* Offer general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
* Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
* Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of secretarial and clerical support to clinical staff and other members of the Practice team
* Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies
* Maintaining and monitoring the Practice appointments system
* Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional
* Processing and distributing incoming (and outgoing) mail
* Taking messages and passing on information
* Filing and retrieving paperwork
* Processing repeat prescriptions in accordance with Practice guidelines
* Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures
* Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers

**DESIRABLE REQUIREMENTS FOR CANDIDATES**

* Excellent customer and telephone skills are essential as the post entails frequent contact with patients and clinicians
* **Knowledge of the EMIS Web patient administration system and the DOCMAN document management system is desirable but not essential as we can offer training**
* Good IT skills
* Punctuality and the ability to work quickly and accurately in a team
* The ability to understand and follow set processes precisely

**PLEASE SEND YOUR CV TO PRACTICE MANAGER TO:** [**misha.mydlova@nhs.net**](mailto:misha.mydlova@nhs.net)

**CLOSING DAY: 08/07/2020**