



# The Practice @ 188

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## RECEPTIONIST ADVERT

### Background

Founded in 1940, The Practice @ 188 is a caring GP Practice in the heart of Golders Green with more than 8,500 patients and growing. Consistently 'Good' ratings in all five areas rated by CQC (the Care Quality Commission) indicate the firm foundations of the Practice's exceptional organisation and efficiency.

There are excellent transport links, and we are a ten minute walk from Golders Green and Brent Cross underground stations (Northern Line).

All clinical and administrative staff are encouraged to develop professionally and there are always opportunities for career development emerging within the Practice, and in our wider Primary Care Network.

We have a friendly team philosophy. We respect, listen to and value all members of staff as we understand that everyone has a vital role to play in our organisation.

The Practice @ 188 is committed to providing safe and effective care to an extremely high quality for our community.

Applicants must be willing to undergo safeguarding screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service.

We are an equal opportunities employer.

### Role Summary

We are looking for someone who is enthusiastic, friendly and hard-working who will be able to work calmly and efficiently under pressure. You must have excellent communication skills and be confident in the use of basic computer software.

Your duties will include answering incoming telephone calls and triaging them appropriately, booking and cancelling patient appointments, liaising with other healthcare organisations, receiving, and processing internal and external emails and tasks and dealing with patient and visitor queries at the front reception desk.

Previous experience within the healthcare and customer service sectors is highly desirable. EMIS and DOCMAN 10 software experience preferable.

Job Type: Permanent

Working Pattern: Monday-Friday (hours negotiable)

**Closing date: 0830 hours (GMT) on Monday 17 May 2021.**

**Applications will be assessed as they are received and interviews may occur at any stage during the recruitment process.**

To apply for this job, please send your CV and a covering letter to **Mr Ryan Bentley** at [ryan.bentley@nhs.net](mailto:ryan.bentley@nhs.net).