**St.JMC**

**St James Medical Centre**

**INFORMATION PACK – PATIENT SERVICES ASSISTANTS (RECEPTION)**

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| **One permanent post 18 to 24 hours per week.** |

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| **PLEASE READ THE WHOLE PACK BEFORE ENQUIRING OR APPLYING** |

1. **Introduction**

Thank you for looking at this pack. We want to try and give you a flavour of what it might be like to work with us?

We think we are: -

* Friendly
* Hard working
* Supportive of colleagues
* Receptive to change and forward looking
* Not afraid to use technology where it helps
* Sociable

**Q.** Is it busy?

***A.*** Very much so, we have 16500 patients.

**Q**. Does it get stressful?

***A.*** Sure, at times of peak demand the pressure is on the whole team be it front line staff, clinical or back–office.

**Q**. Where are we based?

***A.*** We operate from two main sites. Our main is St James Medical Centre in the centre of Taunton and we have a purpose built 5 year old surgery at Norton Fitzwarren.

**Q**. Is the job straightforward?

***A***. Yes, for the basics. BUT, we always think it takes a year to settle in and become really conversant with all the different aspects of the role. This is what we think makes it interesting. Therefore it is a role that requires commitment. You will need to balance the genuine needs of patients to the limited resources that we have available

I hope that we are beginning to paint a picture of the role for you?

**2. Key role**

We actually call our Receptionists something different – ‘**Patient Services Assistants’.** You will be the first point of contact for patients and act as a focal point of communication between patients, doctors and other members of the Primary Health Care Team (the doctors and staff employed and attached to our Practice).

You need to be resourceful – why? You will field calls from patients, be these for appointments, seeking information, leaving messages etc. It is your responsibility to assess the details of the calls and to signpost them to the correct place. Appointment capacity with GPs and nurses are precious so if we can save appointments by alternative means, that is helpful. We can be overrun with messages and you need to get a full but concise picture and decide whether this really needs to be the GP or can another member of the team assist? Don’t worry; you are definitely NOT required to make any clinical decisions or judgments!

This is why we think Patient Services Assistant sums the job role up better than Receptionist

1. **Why has vacancy arisen**?

The current postholder is retiring

**4. Job Activities**

We operate a team approach to patient services and aim to expose all front line staff to a variety of tasks:-

* Traditional receptionist tasks e.g. booking appointments, checking-in patients on arrival, registering patients, handling patient enquiries, room stocking, signposting to other healthcare professional and agencies
* Actioning instructions from the GPs – completion of forms, contacting patients to make appointments, informing them of test results etc.
* Data input and retrieval, processing of repeat prescriptions etc.
* Clerical tasks – we have wide range of clerical tasks covering activity reporting, performance monitoring, records updating, filing etc.

A generic job description applies to all Patient Services Assistants. Some tasks are undertaken by all team members on a daily basis and others are allocated to named staff and may be rotated to ensure familiarity with all aspects of front line and associated support work.

**5. About the Practice**

You can read all about us on or website [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk)

Please let us know if you don’t have access to internet.

**6. So, what is the job really like?**

We have ABOUT 16500 patients served by approaching 50 people including GPs, nurses and support staff, so it is busy and interesting role.

If you are somebody who has a positive ‘can do’ approach to work , thrives on being busy, can cope with pressure, gets a buzz out of helping people, likes being part of a team, responds well to change, can offer some flexibility around working hours when needed – the role of Receptionist (Patient Services Assistant) is likely to appeal.

***Conversely, if you struggle under pressure, lack self-confidence, find it hard to multi task, are readily upset when people are distressed, don’t like stepping out of your comfort zone – the role of Patient Services Support Assistant is probably not for you! Similarly, if you can’t help to provide occasional cross cover for colleagues at either of our sites as part of planned overtime (we are open 8am to 6.30pm) this won’t be the post for you.***

Please have a look at our Person Specification to see exactly what qualities we are looking for. Please also see the job description on the final page.

**7. Post / hours / pay / location / benefits**

18 to 24 hours per week

Occasional Saturday morning and early evening (6.30pm - 8.00pm) working may be required to cover ‘extended’ opening hours.

**ESSENTIAL** - It is absolutely vital that if appointed, you can offer flexibility to cover for absent colleagues between 8.00am and 6.30pm. This will usually be planned but can be short notice in the case of illness. If you have other regular commitments preventing you from providing cross cover please do not apply.

All postholders are contracted to work at both our sites:

* St James Medical Centre, Coal Orchard, Taunton, TA1 1JP
* Orchard Medical Centre, Norton Mills, Morse Road, Norton Fitzwarran, Taunton, TA2 6DG.
* Starting pay is negotiable dependent on experience up to a maximum of £8.60 per hour for a candidate with previous experience in the role or very similar transferrable skills.
* Annual leave is 28 days
* NHS Pension scheme is available and as your employer we contribute 20% of salary
* Employer sick pay scheme in place

**8. What can you expect if appointed?**

Strong commitment to induction and training, friendly environment, supportive line manager and colleagues, annual appraisals and learning plans, lots of new things to learn and a busy but satisfying role.

**9. How to apply for this post – you must apply this way please**

Through NHS Job website. **Important** – applicants will be short listed according to their compliance with the personnel specification and the quality of their application form. Closing date: 24th July 2019**.**

**10. And Finally**

We hope that the details provided in this pack and on our website will help you to decide whether to proceed with an application. We have attempted to cover a broad range of issues, but if you have any further questions please feel free to contact Guy Patey, Practice Manager on 01823 285400 for an informal chat. We hope that we are a friendly supportive employer and that you will be interested in joining us.

See next page for Person specification

**PATIENT SERVICES ASSISTANT – PERSON SPECIFCATION**

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL QUALITIES** | **DESIRABLE QUALITIES** |
| Education | * Adequate educational experience and qualifications | * 4 GCSE (or equivalent) Maths & English |
| Literacy | * Good vocabulary, accurate spelling, clear handwriting | * Some knowledge of medical terminology |
| Work Experience | * Has worked in front-line position in a busy setting with direct face to face and phone contact with patient, clients or customers. Ideally has experience of working in health care setting. | * Front line team member in GP surgery, other medical setting, dental, public service |
| Team work | * Effective team member – Must have worked in a team situation. Fully committed, engaging and supporting of fellow team members | * Experience of working in a multi-disciplinary team environment, possibly in a medical setting, public service or customer care setting |
| Computer skills, training, experience | * Able to operate in graphical user interface environment e.g. windows * Good keyboard skills * Familiar with email, internet, word processing, spreadsheet functionality * Experience of using an organisations ( company, school, office etc.) database | * Experience of EMIS Web (our clinical database system) * Direct experience of being PC workstation based. * Attendance at recent IT updating course |
| Communication skills | * Adept at interaction with people face to face and over the telephone * Concise , caring but assertive when needed | * Customer care trained * Experience of high volume customer / client interaction |
| Disposition | * Positive outlook. Friendly, caring nature which comes across to patients. * Ability to balance being outgoing and confident with tolerance and tact, assertiveness. Self-motivated * Quick learner , well organised | * An existing understanding of what patient are looking for when talking to staff about their health needs |
| Attitude | * Hardworking with a ‘can do ‘approach, responsive, copes with change. Recognises limits of competence | * Looks for work, helps team colleagues, supportive |
| Commitment | * Flexible over working hours, able to provide cross cover / additional hours at short notice. Must be available 8am to 6.30pm. Lives within easy travelling time of the Practice Likely to stay in post for a minimum of 3 years | * Unencumbered by other commitments, lives within 5 miles of the practice |

Contra indicators

* Obvious shyness, poor articulation, overly nervous, lacking self confidence
* Uncomfortable in team situation
* Lack of IT skills / poor keyboard skills
* Not flexible, can’t travel between our sites,
* Overly assertive
* Resistant of change
* Limitations on attendance at work (front line post – availability essential)

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**JOB DESCRIPTION**

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| --- | --- |
| **Job Title** | Patient Services Assistant (Reception) |
| **Post reference number** | PSA / |
| **Date of this job description** | 1.7.19, review 1.7.20 |
| **Reviews** | At appraisal / learning plan interviews |
| **Postholder name** |  |
| **Weekly hours** | 18-24 |

**A. MAJOR PURPOSE OF THE POST**

To support the Primary Healthcare Team by providing a frontline focal point of communication to help meet the healthcare needs of patients and the contractual responsibilities of the Practice.

**B. MAJOR DUTIES AND RESPONSIBILITIES**

**Reception Duties**

* Receive and handle incoming calls from patients, relatives, carers, other health care providers, contractors and any other category of caller
* Meet, greet and respond to all queries and requests for assistance from patients and other visitors
* Establish brief details of the reasons for the patient request and record on the system
* Resolve incoming requests for assistance where it is practical and safe to do so
* Signpost patients and others to the person(s) either external or internal to the Practice who is best placed to initially deal with the request e.g. NHS 111, Pharmacy, Practice Website, Medical Secretary, allocate a message slot, triage or appointment
* Contribute to the continuity of patient care by directing patient to their ‘usual’ GP for the purpose of appointments, triage, messaging etc.
* Monitor the flow of patients into the consulting rooms including advising patients if a consulter is running late
* Ensure that patients without appointments but who need an ‘urgent consultation’ are seen in a logical and non-disruptive manner.
* Explain practice arrangements and formal requirements to new patients and those seeking temporary cover. Ensure procedures are completed.
* Advise patients of relevant charges for private services, accept payment and issue receipts for same.
* Record requests for home visits and other messages stating time received and include all relevant information.
* Alert a clinician for any ‘emergency cases’ or situations giving cause for urgent concern
* Resolve patient grumbles but escalate any problems to the Assistant Manager, Patient Services and Estates
* Action requests for ambulance and other transportation and record details.
* Ensure reception and waiting areas are kept neat and tidy.
* Chaperone duties
* Promote the use of online access by patients

**Appointment System**

* Ensure total familiarity with all appointments systems in use, including regular and ad-hoc variations. This includes booking of appointments for patients of other practices under the Improved Access scheme.
* Book appointments and recalls in accordance with practice policy.
* Maintain awareness of the demand for and the availability of appointments for all consulters in session

**Medical Records**

* Ensure that paper medical records are filed correctly in alphabetical order, correctly assembled, maintained in good condition and available if require
* Ensure that medical records are returned promptly to the NHS contractor.
* Process GP links for patient registration purposes.
* Update medical records for summaries, home / night visits and test results.
* Input and retrieval of data as required

**Actioning requests from the Clinical Team**

* Undertake duties to support patient wellbeing to include: processing of EMIS Web ‘tasks’, booking appointments proactively required by the Clinical Team, issuing recalls, updating records, giving out test results etc.

**Preparation of consulting rooms**

* Ensure that the consulting rooms are prepared in readiness for each consultation session, checking full range of forms and requirements and re stocking as necessary.
* Ensure that consulting rooms are checked at the end of each session and left tidy and secure.

**Operation of Telephone System**

* Receive and make calls as required. Divert calls and messages as appropriate
* Ensure that the system is operational at the beginning of each day and switched over to the out of hours answer phone at the end of the day (if automated, check that it is working).

**Start and End of Day Procedures**

* Open up premises at the start of each day and make all necessary preparation to receive patients.
* Secure premises at the end of each day and activate alarm upon leaving the building.

**Prescriptions**

Receive requests for prescriptions and handover signed prescriptions to patient or their agent after checking of legitimacy of collections

**Other Duties**

Perform other reception and clerical duties as required by the needs of the service.

**C. SUPERVISION RECEIVED**

The postholder reports directly to the Assistant Manager, Patient Services and Estates

**D. SUPERVISION EXERCISED**

The postholder has no direct line management responsibility

**E. DECISIONS EXERCISED**

The postholder is able to take decisions on day to day matters within existing protocols and operating procedures, including signposting of patients

**F. CREATIVITY**

The postholder needs to be resourceful and at the point of initial enquiry, think about how to best to manage patient need. The postholder can contribute to quality improvement initiatives.

**G. CONTACTS**

The postholder has contact with a wide range of people including patients, GPs, nurses, professions allied to medicine, NHS bodies, and other professionals.

**H. SPECIAL CONDITIONS**

There are no special conditions attached to this post.

**I. REQUIREMENTS OF THE POST**

* An understanding, acceptance and adherence to the need for strict confidentiality.
* An ability to use own judgment and resourcefulness, common sense and local knowledge to respond to patient enquiries and requests.
* Excellent communication skills.
* Knowledge of Care Quality Commission Requirements
* 4 or more GCSE or equivalent and /or extensive experience in similar role / transferrable skills

**J. Grade**

St James Medical Centre Receptionist Grade