

Job Description

Job Title:	Receptionist
Base:	Surgical Division
Band:	2

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Patient Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

- To receive patients attending hospital outpatient clinics using computerised patient administration system (Lorenzo), negotiating appointments and making sure all outcomes are complete.
- Preparation of Medical Records casenotes prior to clinic, ensuring an effective day to day running of reception
- Maintaining a high standard of data quality input in order to capture accurate information, which enables strategic analysis of the overall activity of the trust.
- Checking pegboards regularly and outcoming clinics promptly.
- To work independently, prioritising and managing own workload quickly and accurately, responding to the needs of the department.
- To have a flexible approach to working, providing cross cover for other reception areas when necessary and support for other admin teams including central booking.



Main Responsibilities and Duties

- Patient/Client Care – contact with patients and their family members face to face and by telephone, offering non-clinical advice.
- Responsibility for Information Resources – use of hospital patient information system(s) to complete day to day tasks.
- Financial and Physical Resources – use of shared computer terminals and printer.
- Human Resources – liaising directly with Consultants, junior medical staff, nursing teams and other multi-disciplinary professionals.

QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Educated to GCSE English Language Grade C or above
- Experience or working in a health care environment
- Computer literacy with experience of using Microsoft packages to include excel spreadsheets
- Excellent communication skills in person and on the telephone
- Ability to deal with sensitive issues with staff, patients and their relatives
- Ability to plan, organise and manage own workload
- Ability use and work on own initiative as well as a member of a team
- Understanding of the need for confidentiality in the workplace
- Flexible approach to working
- Ability to access shelves up to 2.5 metres to retrieve casenotes
- Ability to move quantities of casenote folders around the site

KEY TASKS (Key Result Areas)

- Scan medical records casenotes entering the Department into the Patient Administration System. Prepare casenotes for the clinic, check and date history sheets making sure there are sufficient labels. Following clinic, scan out casenotes to the required destinations.
- Locate, when necessary, medical records casenotes and x-rays for last minute appointments.
- Receive patients on arrival at the clinic, check the demographic details with the patient and update the Patient Administration System (PAS)
- On departure of the patient from clinic, enter the outpatient procedure code and book the follow up appointment in appropriate clinic, add the patient to the inpatient waiting list or discharge depending on outcome.
- Arrange hospital transport for patients if authorised on medical grounds.
- Ensure all private patients are recorded correctly on PAS and the appropriate documentation sent to the Finance Department.
- At the end of the days clinics, all outcomes of patients should be recorded on PAS. Find outcomes of those patients not returning to reception and follow through 'did not attends' who should be referred back to the GP, unless the consultant instructs otherwise.
- Give guidance to patients, answering all queries in a kind and caring manner and give all necessary directions.
- Reschedule clinics when instructed to cancel sessions, e.g. annual leave, study leave and sickness, telephoning patients if at very short notice.

- Deal with telephone enquiries, cancelling and changing patient appointments.
- Undertake all other necessary clerical duties associated with the work on reception.
- Maintaining accurate electronic records ensuring that data entered is complete and of sufficient detail.

PERSONAL TASKS to include:

- To maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake mandatory annual training/updates in infection prevention and control.
- To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004: to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.
- By following Trust policies in relation to safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.
- To respect and value the diversity of our patients, their relatives, carers and staff by committing to address the needs and expectations of the diverse communities we serve to provide high quality care, and strive to make best use of talents and experience from our diverse workforce
- To be involved in personal development through the Individual Performance Review (IPR) yearly.
- To be responsible for completion of mandatory training.

COMMUNICATIONS AND WORKING RELATIONSHIPS

Maintaining good working relationships and communications with Consultants and other members of their team, as well as with colleagues and health care professionals internally and externally.

Communicating effectively with parents/guardians of children.

MOST CHALLENGING PART OF THE JOB

Working Conditions

- Regular and continuous use of computer equipment
- Shared workspace, moving from front desk to prep area.

Physical Effort

- The post holder will need to spend ongoing periods of time within a reception environment sitting in one position.
- Working in prep areas, moving large sets of notes or boxes of notes throughout the day can be physically demanding.

Mental Effort

- To concentrate on completing tasks during periods of frequent interruption from staff and service users and switching attention/task as requested.



- To come to work mentally prepared to work in one place/department and to end up somewhere else due to staff absence.

Emotional Effort

- Passing information to patients that they may find upsetting e.g. cancelling appointments.
- Supporting colleagues and assisting with the training of new staff while ensuring day to day tasks are completed efficiently.

WORKING TO THE TRUST'S VALUES AND BEHAVIOURS (for non-clinical staff)

Patient centred and safe

- You will put patients and carers at the centre of your thinking, however indirectly you work for them, remembering the overall Trust aim to provide high quality local services for the population.
- You will adopt a positive approach to change, offer ideas for improving services and direct or indirect patient experience in a collaborative manner.

Professional

- You will understand your own emotions and recognise the impact on others.
- You will behave in an open, honest, professional and inclusive manner, upholding personal and organisational values and acting as a role model to others.
- If using a social networking site or other on line forum you will act responsibly at all times and uphold the reputation of *your work area* and the organisation.

Friendly

- You will show warmth and empathy towards your colleagues and other agencies, making it clear you are always happy to help.
- You will show compassion and kindness towards others, giving time to listen before responding to need
- You will show respect to colleagues, treating them equally regardless of their background.

Responsive

- You will approach your duties and tasks in an organised, planned and structured way.
- You will use every opportunity to communicate with your team and other colleagues as appropriate.



- You will always challenge unacceptable practice and know how to raise concerns.

Additional Information

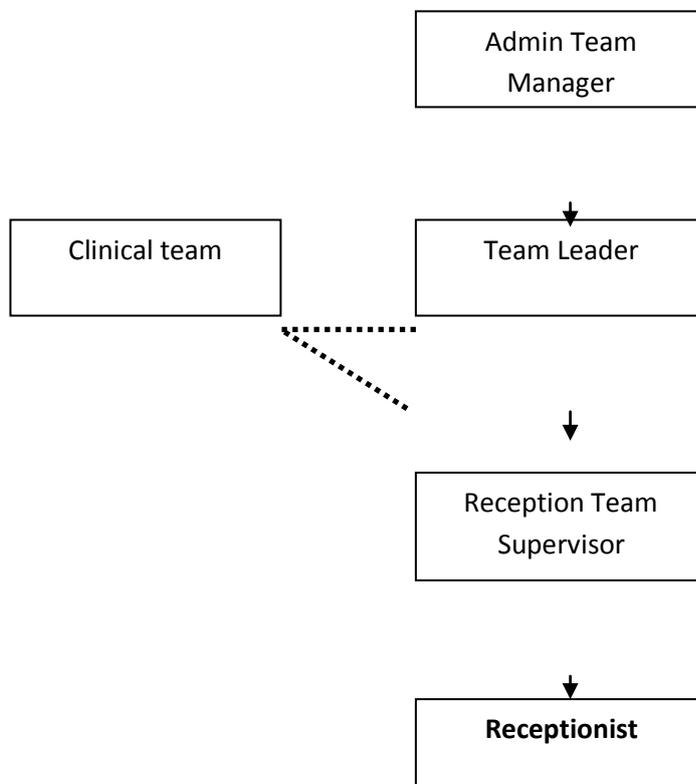
The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.

ORGANISATION CHART



Person Specification

Job Title:	Receptionist
Base:	Surgical Division

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Patient Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications and Training	English and Maths GCSE Grade C or above (or relevant qualification)	
Experience	Experience in using a Windows base PC application and printer Experience in teamworking	Experience of working as part of a reception team within a health care environment
Knowledge and Skills	Good keyboard skills	



Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health



providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

COVID Vaccination

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.

