

# Receptionist

## Job Description & Person Specification –

A summary of the role responsibilities and person specification

### Why Our Trust?

#### Terms and conditions

Post – Receptionist

Department – Medicine

Band – 2

Location – Unity Sexual Health, Tower Hill Bristol BS2 0JD

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)

#### Job Purpose

The post holder will work within University Hospitals Bristol and be responsible for providing a welcoming and efficient service as the patient's first point of contact with the hospital. This will include greeting and signposting patients and relatives, processing patients using the Electronic Patient Record system (ERS) and liaising with clinicians and colleagues to facilitate a smooth and timely flow of patients through the department.

The role is responsible for setting high standards of patient care by enacting the Trust's values at all times.

#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### What you'll love about working here

**UHBW has been rated by the CQC as 'Good'** - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

**A digital exemplar** - Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust** - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

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### Main Duties and Responsibilities

#### **A. Communication:**

- A1. To liaise with wards, clinical staff, GPs and Trust support staff in person, via telephone and email as and when necessary
- A2. To show a caring and professional approach towards patients and visitors when carrying out reception and appointment duties
- A3. Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate seeking advice and direction

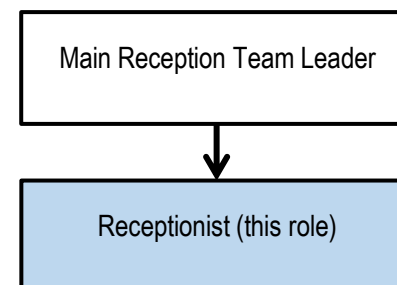
#### **B. Patient Care:**

- B1. To show a caring and professional approach towards patients, relatives and carers. This may require acting with resilience to deal with sometimes distressed patients and relatives in an empathetic manner
- B2. Ask questions to signpost appropriate services, which may include advice within set guidelines

#### **C. Organising and Planning:**

- C1. To carry out associated clerical duties, for example maintaining accurate filing systems, receiving post, diary management and scanning patient notes if required
- C2. To keep waiting areas tidy and patient information materials up to date
- C3. To undertake the role's duties in the case of a major incident in your department (E.g. the ED Major Incident Process)
- C4. Attend appropriate meetings as required by the role's line manager

### Organisational Structure



### Key Relationships

Operations and Reception Manager  
Team Leader for Main Reception  
Community Clinic Coordinator  
Pregnancy Advisory Service reception  
Medical Secretaries  
All Clinicians

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### D. Service Development and Research:

- D1. To take part in departmental audits and associated duties
- D2. Attend training courses as required to support personal development and the needs of the service
- D3. Assist in training of new members of the team

### E. Finance and Resources:

- E1. If and when appropriate and directed, order and/or receipt stationery and essential items, in line with Trust policies

### F. Information Resources:

- F1. To check and update patient details on arrival and book them into clinic retrieving data from a number of internal and external ERSs
- F2. To book patient appointments in line with the Patient Access Policy (PAP), print letters and arrange any appointment related services as and when required (e.g. transport and interpreting services)
- F3. To input outcomes of appointments, including those of patients that did not attend, on the ERS and other relevant computer systems in a timely and accurate manner according to the relevant Trust standards
- F4. To check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information and check referrals dealing with as directed

### G. Other:

- G1. Maintain confidentiality and discretion and comply with the terms of the Data Protection Act and local Trust policies at all times
- G2. Act with flexibility to utilise skills in other functions if and when appropriate
- G3. To be aware of Service and Trust policies and guidelines and ensure all these are adhered to
- G4 The preparation of Testing postal kits to be sent to patients
- G5 Expectation to maintain confidentiality and discretion and always comply with the terms of the Data protection Act and local Trust policies.
- G6 Requirement to undertake any suitable duties delegated that are within the post holder's competence
- G7 Requirement to be sat in one position for more than half a shift
- G8 Keyboard users
- G9 Requirement to impart bad news to patients re appointments and receive verbal abuse from patients for part of a shift
- G10 can be subject to unpleasant working conditions re temperatures during the year and rodents in the winter

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**Personal Profile** - (E) = Essential (D) = Desirable

### Knowledge and Experience

- Knowledge of Microsoft suite of systems including WORD and EXCEL Spreadsheets E
- Knowledge of Patient/Customer Record systems E
- Previous NHS experience D
- Experience in Dealing with Patients/customers E

### Skills and Abilities

- Basic Keyboard skills E
- Attention to detail E
- Good customer service E
- Ability to manage competing demands D
- Reception experience D

### Aptitudes

- Compassionate and Empathetic Attitude E
- Quick and accurate decisions D
- Integrity, Patience, Honesty E
- Acts within Formal Authority D
- Good Communication Skills D

### Qualifications and Training

- Word processing/Typing qualification/experience D
- Customer Service qualification/experience D
- GCSE Mathematics and English level C or equivalent E

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### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace Wellbeing

The Trust Workplace Wellbeing Framework encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.

### Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.