

Recruitment Pack

Duty Receptionist

37.5 hours, across 4 days (08.00 – 18.30)

Permanent

Dear Candidate

I am delighted that you have shown interest in joining our team.

The way we provide GP services is changing every day – and you can be part of it. Our busy team are looking to expand, recruiting for a part time, 4 day per week, Duty Receptionist. The successful candidate will provide a high quality, professional service to patients, doctors, colleagues, health service professionals and others to achieve our aim of patients receiving the best possible care and experience of Living Well Partnership.

The Duty Receptionist role works closely alongside our GP and clinical teams, undertaking a variety of administrative duties in our duty hub at Weston Lane Surgery. Using excellent communication and attention to detail the Duty Reception team support the clinical team daily to ensure the Living Well service runs smoothly and efficiently.

Working with both internal and external stakeholders, the Duty Reception team facilitate effective communication between patients, members of the primary health care team, secondary care, and other associated healthcare agencies.

This role is offered on a ‘flexi contract’ basis meaning the 4 days you work each week may change, subject to a 3-week rota. Our Duty Receptionists work from 08.00 – 18.30 with a 1-hour lunch break, this is a set working pattern.

We look forward to receiving your application.

To apply

- Provide an up-to-date cv and a supporting cover letter, detailing how you meet the requirements of the role. candidate for this post
- Indicate your availability for the interview date
- Applications are to be e-mailed to hiowicb-hsi.livingwell-finance@nhs.net

Dave Barclay

Managing Partner (Non-clinical)

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for outstanding Duty Receptionist who want to embrace the changes in general practice but value the preservation of continuity. We can accommodate and help you develop skills and we welcome part-time agile working.

Come and talk to us, come and see what we are doing, come and join us.

Job Description & Person Specification

Job Title:	Duty Receptionist
Department:	Patient Services
Reports to:	Patient Administrator Team Lead
Location:	All Sites

Overall Aim

To support patients in receiving the best possible care and experience of Living Well Partnership by delivering a high-quality, professional service, projecting a compassionate, positive and friendly image to patients.

Undertake a variety of administrative duties across all sites:

- to support the duty clinical team on a daily basis to ensure the same day service runs smoothly and efficiently
 - to facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies
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Key Responsibilities

- Work alongside and provide administrative support to the eConsult GP (sift and sort) and the duty GP, communicating with patients and colleagues as necessary, to ensure smooth running of the daily triage, and excellent outcomes for patients
- Work efficiently to complete urgent duty tasks (EMIS and Docman) as indicated by the urgent care clinical team, in line with documented processes.
- Provide status reports to the Partners and Senior Management Team at the end each day to help manage workloads the following day.
- Book appointments at a local out of hours hub efficiently and effectively, providing colleagues with up to date and accurate information on the nature of the appointment needed.
- Work efficiently to complete routine duty tasks (EMIS) as indicated by the clinical team, in line with documented processes.
- Management of the Patient Admin email account to ensure patient's queries are processed and managed in a timely and accurate manner.
- Manage queries from the non-duty clinical team to ensure patient care is not compromised.
- Process Fit Notes (Med3) certificates by texting, emailing or posting to the relevant patient.

- Arrange transport for patients to travel to appointments in line with documented processes
- Arrange translators for patients who need support at their appointments, in line with documented processes
- Take ownership for the practice by-pass phone, answering urgent inbound calls, in line with set Key Performance Indicators.
- Deal with queries from coroners and funeral directors and processing of cremation forms and death certificates in an effective manner
- Manage and respond to patient complaints, in line with the Complaint Policy and in the absence of the Team Lead.
- Act as a supervisor, mentor & role model to new & existing patient admin staff, providing training when needed.
- Ensure that confidentiality is maintained at all times in accordance with Partnership policies and procedures.
- Ensure that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with the Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data

Team Working

- Proactively participate in learning and development activities and opportunities.
- Proactively engage in regular team meetings, 1:1s and appraisals; listening and responding to constructive performance feedback.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
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- Be flexible in helping to cover holidays and periods of absence within the team.
- Manage own time, workload and resources to ensure priorities are met and quality is not compromised.
- Promote and help to enhance the reputation of Living Well Partnership in accordance with policies and procedures, promoting good relations with patients and other health care professionals.

Process and Procedures

- Proactively utilise protocols and guidance available (e.g. Handbook, Navigator) to ensure patients are provided with accurate and up to date information.
- Respond to and action process changes promptly and accurately, seeking clarity or further information if needed.
- Read, acknowledge, understand and action change communications.

Compliance

- Ensure that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with the Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data and consent to share information.
- Develop a sound understanding of significant events and how to report them.
- Undertake and participate in any training required including mandatory updates/refresher training.
- Support the Partnership in preparing for CQC or other external inspections or audits.
- Report IT or facilities issues via the internal notification system.
- Promote and maintain own and others' health, safety and security as defined in the Partnership's Health & Safety Policy.

Key Results

1. Tasks and duties are performed accurately and in line with agreed protocols and timescales.
2. Duty clinical team are supported to provide excellent patient care
3. The patient experience is improved and increased positive feedback is received through the delivery of an effective and efficient front desk function.

Please also be aware of and follow the Partnership's policies and procedures, with attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserve the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • Good general education including numeracy and literacy • Evidenced experience of working in general practice within reception or patient services functions, or experience in a similar environment • Demonstration of ongoing professional development • Experience in a customer/patient services environment, dealing with the members of the general public. • Experience of using computerised systems. 	<ul style="list-style-type: none"> • Evidenced supervisory experience or the ability to demonstrate potential • Previous experience of patient care • Previous experience of working in the voluntary or health sector
Knowledge	<ul style="list-style-type: none"> • Knowledge of quality systems and key performance indicators • Knowledge of General Practice Reception processes and systems (e.g. EMIS, Docman, Outlook) 	
Skills	<ul style="list-style-type: none"> • Excellent interpersonal and customer service skills • Excellent telephone manner • Excellent verbal and written communication skills • Attention to detail, especially when following processes and completing repetitive tasks • Ability to follow instruction • Excellent organisational skills • Ability to deal with difficult situations • Computer literate • Ability to work at pace with a variety of conflicting priorities 	
Personal style and behaviour	<ul style="list-style-type: none"> • Personal commitment to the values, vision and objectives of the Partnership 	

	<ul style="list-style-type: none"> • Ability to work under pressure • Highly motivated and able to empower others. • High expectation of self and others. • Able to work for the benefit of the team • Reliable and Flexible 	
<p>Other requirements</p>	<ul style="list-style-type: none"> • Understanding of the importance of confidentiality • Understanding of and commitment to equality and • Smart appearance • Ability to work across sites when needed 	

Salary & remuneration

Position	Duty Receptionist
Normal Work location	Weston Lane, Southampton SO19 9GH
Remuneration	Starting hourly rate £10.60 with a review upon successful completion of core skills and competencies
Hours of work	Full time – 37.5 hours over 4 days (08.00 – 18.30)
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme

If you have any queries please contact the recruitment team on hiowicb-hsi.livingwell-finance@nhs.net