



INFORMATION FOR APPLICANTS  
FOR THE POSITION OF  
**RECEPTIONIST**

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## 1. Background

### Haxby Group

Haxby Group is the overarching name used by a long established and successful Practice in York and HBG Ltd, a company that is wholly owned and run by the Partners of that practice. Committed to delivering high quality patient-focused care in General Practice, Haxby Group was formed to enable us to adapt to recent changes implemented by the Government with the aim of providing new and innovative ways to bring General Practice to the people that need it.

Haxby Group York. The practice area covers the urban/suburban extremities of the North East part of the City of York and beyond to some outlying villages. We have four surgeries, the main site, where most of the organisational support elements are based, is in an NHS owned Health Centre at Haxby/Wigginton; a large, discrete suburban/village development outside the City's ring road. The second largest surgery serves the suburban area of Huntington. The two smaller sites are based at New Earswick, amongst the original Joseph Rowntree "garden village" social housing development, and at Stockton on the Forest, a small rural village outside the City. Stockton also provides dispensing services to its patients. Haxby Group York also provide specialist community services including vasectomy and carpal tunnel procedures for all NHS North Yorkshire and York patients and appear on the Choose and Book system.

At present we have 23 GPs in the practice and a 13-strong nurse and health care assistant team plus 36 support staff. The support staff and the nurse's work across the 4 sites in teams and are managed by a 9-strong supervisory management structure of "Team Leaders". General organisational issues are led by the Managing Partner.

The Hull Group recently opened three new practices at Kingswood, Priory Road and Orchard Park areas of the city. All three locations are now operational and patients are beginning to register and be treated by our clinicians. From having no patients at all, each surgery will develop to provide places for some 5,000 to 6,000 registered patients over 5 years. All operate extended opening hours, 8 am to 8 pm and Saturday mornings 9 am to 1 pm, giving patients more choice about when and where they see a doctor.

The Hull team comprises the Practice Manager plus a growing number of Receptionist/Administrators, 7 GPs and 5 nurses (the clinicians include team members who work across both Cities in varying roles).

We are building a strong and unified team and are thoroughly committed to the development and training of all staff. We are also a training practice for GP training in both Hull and York and in York support HYMS undergraduate medical training. We have recently been awarded Advanced Training Practice status and will start supporting nurse and other health professionals with training in the community in 2010.

## 2. Job Description

**Job Title:** RECEPTIONIST

**Reports to:** TEAM LEADER

**Responsible to:** MANAGING PARTNER

### Job Summary:

The purpose of the role is to:

- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Undertake a variety of administrative duties to assist in the smooth running of the practice including clerical support to clinical staff and other members of the practice team.
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies.

### Duties and Responsibilities:

The duties and responsibilities to be undertaken by members of the practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Team Leader, dependent on current and evolving practice workload and staffing levels:

- Opening up/locking-up of practice premises and maintaining security in accordance with practice protocols.
- Maintaining and monitoring the practice appointments system.
- Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional.
- Processing and distributing incoming (and outgoing) mail.
- Taking messages and passing on information.
- Filing and retrieving paperwork.
- Processing repeat prescriptions in accordance with practice guidelines.
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures.
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers.
- Dealing with samples.
- Providing clerical assistance to practice and Trust staff as required from time to time, including word/data processing, filing, photocopying and scanning.
- Ordering, re-ordering and monitoring of stationery and other supplies.
- Dealing with clinical waste.
- Provision of refreshments for staff and visitors as required; loading and emptying the dishwasher and keeping the kitchen area clean and tidy.
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter.

- Helping to maintain hygiene control measures.
- Dealing with the front-desk administration and cash handling required for non-NHS work such as patients' private insurance and medical reports.

### **Confidentiality:**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality:**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- 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.
- Work effectively with individuals in other agencies to meet patient's needs.
- Effectively manage own time, workload and resources.

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

The post-holder will:

- Apply practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

### 3. Person Specification

|  | <b>Essential</b>  | <b>Desirable</b>  |
|--|---|---|
| <b>Knowledge/<br/>Qualifications/<br/>Skills</b>   | <p>Excellent customer service skills<br/>           Good administrative and organisational skills<br/>           IT literate with good keyboard skills<br/>           Excellent telephony skills<br/>           Understand and observe strict confidentiality</p>   | <p>Some customer service qualification<br/>           Skilled in office machinery use</p> |
| <b>Competencies/<br/>Qualities/<br/>Attributes</b> | <p>An interest in primary care<br/>           Good communication (written and verbal)<br/>           Work well under pressure<br/>           Able to work as a team member<br/>           Able to work unsupervised<br/>           Able to use own initiative<br/>           Be self motivated<br/>           Able to listen and empathise<br/>           Hard working and willing<br/>           Flexible and adaptable, able to work according to changing need<br/>           Enthusiastic<br/>           Commitment to personal development</p> |   |
| <b>Other</b>                                       | <p>Able to work at the desired times<br/>           Flexibility of hours for cover<br/>           Non smoker<br/>           Good sickness record<br/>           Car driver/clean licence</p>  |   |

#### 4. Terms and Conditions

- Salary:** £12000 to £17000 according to skills and experience. Pay progression will be dependent upon annual performance appraisal.
- Annual Holiday:** 22 days plus bank holidays pro rata (holiday entitlement will increase as a reward for loyalty and service)
- Training:** Induction training plus other annual training subject to an agreed personal development plan
- Working hours:** Subject to individual negotiations, but contracts can be offered for posts varying from 20 to 38 hours per week
- The Surgeries will be open 8 am to 6.15 pm weekdays and until 12 midday Saturdays. The post-holders exact weekly hours will be agreed according to service and individual needs and will include evening and weekend sessions (possibly on a rota). These hours may vary on a regular basis as dictated by service or individual requirements. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.
- Benefits:** Pension scheme  
Full induction programme  
Simply Health Wellbeing plan  
Uniform  
Annual training and social events

#### 5. Application

Applications **must include a C.V. and a completed application form** (attached).

Please return to:

Mrs M Barraclough  
HR Manager  
Haxby Group  
Haxby & Wigginton Health Centre  
The Village  
Wigginton  
York  
YO32 2LL

E mail: [maureen.barraclough@gp-b82026.nhs.uk](mailto:maureen.barraclough@gp-b82026.nhs.uk)

All applications will be acknowledged.

For an informal discussion regarding the post with Mrs Maureen Barraclough, please make an appointment for a telephone conversation via Mrs Heather Hood on 01904 724646

## 6. Advert



With a long track record in providing excellent family medicine we are looking for committed, self motivated and flexible people to help us deliver a caring quality service for our patients. As a forward thinking and expanding organisation we welcome expressions of interest from clinical, managerial and administrative healthcare professionals who are interested in joining our team.

We offer:        Highly supportive, professional employment environment  
                      Full time and part time positions  
                      Competitive salary and benefits package

We now have opportunities for the following people:

**Administration Assistant** – Primary duties involve assisting the HR team.

**Receptionist** - Based at our York sites providing first contact customer services.

Relevant experience is not essential and training will be provided.

Information and application packs are available on our website: [www.haxbygroup.co.uk](http://www.haxbygroup.co.uk)

Or contact Mrs M Barraclough, HR Manager, at the following address:

Haxby Group  
Haxby & Wigginton Health Centre  
The Village  
Wigginton  
York  
YO32 2LL

E mail: [maureen.barraclough@gp-b82026.nhs.uk](mailto:maureen.barraclough@gp-b82026.nhs.uk)

For an informal discussion regarding all expressions of interest please make an appointment for a telephone conversation via Heather Hood by contacting: 01904 724646

Closing Date 19 March



INVESTOR IN PEOPLE