

Job Description

Job Information	
Job Title:	Access Receptionist
Directorate/Service:	Planned Care
AfC Band:	Band 2
Responsible to:	Access Team Leader
Accountable to:	Access Manager
Base Location:	Southport and Ormskirk
Job Code:	

Job Summary
<p>The post holder will provide reception duties across the organisation rotating across various outpatient departments. The post holder will be responsible for the day to day running of reception desks across the Trust ensuring patients are booked into clinics, outcome forms reconciled and provide patients with follow-up appointments as necessary.</p> <p>The role requires excellent communication and interpersonal skills together with a professional manner using tact and diplomacy, adjusting style to meet barriers to communication.</p>

Key Responsibilities
<p>KEY DUTIES</p> <p>The post holder will be responsible for:</p> <ul style="list-style-type: none"> Ensuring that all patients attending for an out-patient clinic will be managed effectively and accurately at all times and all outcomes are completed daily following the appropriate work instructions. Reconcile clinics within 24 hours ensuring all outstanding actions are completed. Managing permanent and paper light health records. as well as scanning where necessary into the EDMS system following the appropriate work instructions Preparing patient records for clinic following the appropriate work instructions. Collecting patient records at the end of clinic and communicate with the scanning team following the appropriate work instructions. Checking all new patients' overseas status on arrival at clinic. Booking patients into Medway System on arrival at clinic and ensuring all demographic data is checked and updated in notes and on Medway. If patients information changes print new ID labels and ensure any old labels are destroyed confidentially. Rebooking patients into further appointments or onto the relevant review lists. Assist with general administrative tasks including filing, photocopying, opening and sorting of incoming mail and processing in accordance with departmental procedures. Provide a courteous and efficient telephone service to patients ensuring a timely response to telephone enquiries, escalating when necessary. Resolve issues with patient appointments and escalate as necessary. Accurate recording of information. Training of staff within the boundaries of own skills and knowledge.

INSERT JOB TITLE AND MONTH, YEAR

- Take personal responsibility for the quality of work undertaken and to contribute towards service improvements.
- Follow the approved Standard Operating Procedures used in the Department (work instructions).
- Use and maintain resources efficiently and effectively

GENERAL DUTIES

- To observe the provisions of and adhere to all Trust policies and procedures.
- To actively participate in the annual performance review to identify personal development needs
- To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.
- To fully comply with the relevant sections of the Health and Safety at Work Act. They must also understand and implement Mersey and West Lancashire Hospitals NHS Hospitals Trust “Statement of Policy on Health and Safety at Work” and the Trust corporate “Health and Safety Policies and Procedures”. You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions.
- To be aware of the confidential aspects of the post. To keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively. Breaches of confidentiality will result in disciplinary action that may involve dismissal. You must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 (GDPR) and Caldicott principles.
- The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
- All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, and gender or employment status.
- You will be expected to undertake the Trusts’ commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
- To ensure that when creating, managing and sharing information records it is done in an appropriate way, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines. All employees are responsible for implementing and maintaining data quality, ensuring that records are legible and attributable and that the record keeping is contemporaneous
- In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.
- To adhere to relevant Code of Practice of Professional body (if appropriate)
- The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site.
- The duties contained in this job description are not intended to be exhaustive. The duties and responsibilities of this post are likely to evolve in line with the Trust’s continued organisational development.
- To adhere to the NHS Constitution and its principles and values. You must be aware of your Duty of

Candour which means that you must be open and honest during your employment and if you see something wrong, you must raise it. You must read the NHS Constitution in full and can download this from the Trusts intranet site or the www.gov.uk website. Hard copies are available from the HR Department on request.

- The Trust is a non-smoking site. Failure to follow this rule could lead to disciplinary action.
- The post holder will comply with Regulation 5 fit and proper person's requirement for directors. This regulation will apply to directors – by which, we mean executive and non-executive, permanent, interim and associate positions, irrespective of their voting rights.

Job description and person specification created by Suzanne Hogan, Access Manager, July 2019