

Receptionist / Patient Adviser (12-months fixed term)

We at Church Lane Surgery in Boroughbridge are offering an excellent opportunity for a reliable and flexible individual to join our busy reception team.

We are a rural practice, with over 12,000 patients, working from a modern purpose-built premises.

We are also a training practice with a wide multidisciplinary team including first contact physiotherapists, a PCN pharmacy team, Health & Wellbeing Coach, Social Prescriber, Mental Health Practitioner, and an in-house dispensary.

You will be a team player, willing to learn, and looking for a fresh and rewarding challenge. You will receive ongoing personal development and training opportunities in our high achieving and supportive environment.

You will work as part of a team providing a professional and effective telephone and face to face service to patients, following business policies and procedures, always ensuring accuracy.

This is a fixed contract position, part time hours, with as soon as possible/immediate start date. The post is available for up to 12 months.

Responsibilities: This is not an exhaustive list

- Care navigation to ensure patients get the right support by the right person and at the right time.
- Answering the telephone, using initiative and knowledge of the healthcare system to assist patients (training will be given).
- Managing appointments including bookings and any queries.
- Dealing with patients at the front reception desk.
- Liaising with doctors, nurses, pharmacist, practice staff, members of the Primary Health Care Team and outside agencies.
- Assisting with administration and day to day running of the surgery.
- Additional allocated administrative tasks.
- Managing sensitive information/maintaining confidentiality (you will be required to sign the practice confidentiality agreement).

Essential skills:

- Excellent communication skills, compassion, and an ability to understand the needs of the patient and the practice.
- Good keyboard skills, numeracy and good practical knowledge of Microsoft Office (Excel, Word, Outlook).
- A good attention to detail and a willingness to ensure accuracy.
- An ability to work on own initiative.
- Ability to remain calm and keep a sense of humour whilst working under pressure.
- Commitment to the organisation, and happy to work as part of a team.
- Flexibility –to cover additional hours, including for holiday and sickness as required.

Desirable skills:

- Previous experience of general practice (this is an advantage but not essential as training will be given)

Key benefits:

- Competitive salary to be discussed at interview and dependent on experience.
- NHS pension scheme
- On- site parking
- 6.6 weeks annual leave
- NHS employee benefits/discounts at various stores / brands

If you believe you have the requisite skills for this position, please forward a copy of your CV with a covering letter to Emma Gerrard HR Manager. **Please NOTE - You will also need to complete an application form.**

Tel: 01423 322309 Email: emma.gerrard4@nhs.net

Closing date: 3rd May 2024

Church Lane Surgery is an equal opportunities employer and welcomes applications from all. Applications will be considered on individual merit.