

Receptionist / Patient Adviser

Church Lane Surgery is looking to recruit an efficient, enthusiastic receptionist/ patient adviser with excellent communication skills, enthusiasm, and initiative to join our reception team.

We are a busy forward-thinking practice, providing high quality care in our local area.

This is a permanent, part time position, 28 hours per week as detailed below:

Mon	8am - 5.30pm
Tues	8am - 5.30pm
Weds	-
Thurs	12.30pm – 5.30pm
Fri	8am - 1.00pm

Responsibilities: This is not an exhaustive list

- 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:

- A good basic education and an excellent standard of English
- 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
- Experience of dealing with the public
- 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
- Flexibility is important for this post as you would need to be willing to infrequently assist the practice with its extended access commitment which could include early mornings or weekends (to be discussed at interview)

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. The salary will include an enhancement for covering extended hours if, and when necessary
- NHS pension scheme
- On- site parking
- 20 days annual leave (plus an additional week pro rata after 5 years service)
- NHS employee benefits/discounts at various stores / brands

If you believe you have the requisite skills for this position, please contact the surgery on **Tel: 01423 322309** to ask for an application form. On completion of the form please return to Wendy Dowson, Practice Manager, Church Lane Surgery, Church Lane, Boroughbridge, YO51 9BD or via **Email: wendy.dowson@nhs.net**.

Closing date: 1st June 2022

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