

# FOREST HOUSE MEDICAL CENTRE

Dr M G Mead  
Dr M C D Woolford  
Dr N Ranpura  
Dr A S Curry  
Dr A Ahyow  
Dr A Milton

2a Park Drive,  
Leicester Forest East,  
Leicester, LE3 3FN.  
Tel (0116) 2898111  
Fax (0116) 2630253

Practice Manager – Mrs D Stubbs

Date as postmark

Dear Applicant

Please find enclosed a job description, person specification and employment package for the position of medical receptionist. Please read them carefully and if you feel you can fulfil the requirements please complete the enclosed application form (CV's not required) and send to me at the above address along with a covering letter. Closing date for this position will be Friday August 14<sup>th</sup> and interviews will be held the following week . Due to time constraints and saving paper we will not be sending letters notifying applicants who have not been chosen for interview.

Every opportunity for training will be given to help the person appointed develop the necessary skills and knowledge to undertake this role to the best of their ability.

Please note the surgery is currently open Monday – Friday 8.00am – 6.00pm and we are looking for someone who can offer some flexibility with their working hours.

Yours sincerely

Diane Stubbs  
Practice Manager

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## EMPLOYMENT APPLICATION

This form may not allow sufficient space for provision of the information requested, or other information you feel would be relevant to the application. If this is the case, please include additional sheets.

### PERSONAL DETAILS:

<b>Post applied for:</b>	
<b>Where did you see the post advertised?</b>	
<b>Surname:</b>	<b>First Name(s):</b>
<b>Male/female:</b>	
<b>Address:</b>	
<b>Postcode:</b>	
<b>Telephone Nos:</b>	<b>Daytime: Evening:</b>
<b>E-mail address:</b>	
<b>Do you hold a current UK driving licence?</b>	
<b>What would be your method of transport to work?</b>	
<b>Are you legally eligible for employment in the UK?</b>	<b>Yes / No</b> (delete as applicable)
<b>Do you require a work permit to work in the UK?</b>	<b>Yes / No</b> (delete as applicable)
<i>Please note that prior to making an offer of employment, we are required by law to verify documentary evidence (and maintain copies for our files) regarding a candidate's eligibility to work in the UK. This applies to all applicants regardless of nationality/origin.</i>	
<b>Have you had any criminal convictions</b>	
<b>Yes / No</b> (delete as applicable)	
<b>If yes please give dates and details.</b>	

**CURRENT (OR MOST RECENT) EMPLOYMENT OR WORK EXPERIENCE**

Title of Post	
Number of Hours worked per week:	
Name and Address of Employer	
Postcode	
Nature of Business	Date of Appointment
Salary and Hourly Rate	Period of Notice / Contract End Date
Summary of Duties Responsibilities	
Reason for Leaving:	

**EDUCATION AND QUALIFICATIONS** (please list only relevant courses or qualifications).  
 Include details of any qualifications for which you are currently studying/expect to attain.

Schools, Colleges Universities or other Training organisations	From*	To*	Programme of study/examinations taken (with levels and grades)

\* Inclusion of qualification dates is not compulsory

**INFORMATION IN SUPPORT OF THIS APPLICATION**

Please use the space below explain why you would be a good applicant for the post, including any experience you have gained, skills you have to offer and personal qualities. Please relate your comments to the job description and advertisement.

Please continue on an additional sheet if necessary

**PERSONAL INTERESTS/HOBBIES**

**PREVIOUS EMPLOYMENT** (most recent first - you may include unpaid work)  
Please give a brief explanation of any periods of unemployment

Employer's Name and Address	Title of Post Held	Salary and Scale	Date From	Date To	Reason for leaving

**REFERENCES**

Please give the name, address and telephone number of two people who would be willing to give you a reference. If you are currently or have recently been in employment, one of these should be your current or last employer. If not, a referee should be a person who can make a statement with regard to your character, e.g. a school or college teacher. Referees must not be members of your family or related to you in any way.

Name	Name
Job Title (if applicable)	Job Title (if applicable)
Address	Address
Postcode	Postcode
Telephone	Telephone
How does this person know you?	How does this person know you?
If required, may we take up reference before interview?  Yes / No <b>(delete as applicable)</b>	If required, may we take up reference before interview?  Yes / No <b>(delete as applicable)</b>

**APPLICANT’S DECLARATION**

I hereby give my consent, in connection with this application, for all previous employers, educational institutions and references to be contacted to obtain and verify the accuracy of information provided by me in support of this application.

I understand that any misrepresentation or material omission made by me on this application will be sufficient cause for cancellation of the application or immediate termination of employment, whenever it may be discovered.

I understand that Forest House Medical Centre is permitted to hold personal information about me as identified on this application form as part of its recruitment procedures and personnel records.

**Note:** Forest House Medical Centre is an equal opportunities employer and does not unlawfully discriminate in employment. No information provided by the applicant will be used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by law.

**Finally, please complete the monitoring information at Appendix 1.**

<b>Applicant’s signature:</b>	<b>Date:</b>
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**APPENDIX 1** (all information provided with be treated in strictest confidence)

**1. DISABILITY & HEALTH MONITORING INFORMATION**

Do you have any disability or medical condition, which may affect your suitability for this post? **Yes / No** (delete as applicable)

If yes, please give details:

If required, would you be willing to undergo a medical examination?  
**Yes / No** (delete as applicable)

Are there any reasonable working adjustments you would need us to make to accommodate your health? **Yes / No** (delete as applicable)

If yes, please give details:

Give details of any periods of ill-health you have suffered within the last two years:

**Please note that Forest House Medical Centre operates a non-smoking policy covering all practice premises**

**2. DIVERSITY MONITORING INFORMATION**

Date of birth:	[optional – you do not need to complete this]
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**Please tick the box which best describes your cultural & ethnic origin**

<input type="checkbox"/> White British	<input type="checkbox"/> Black British	<input type="checkbox"/> Indian
<input type="checkbox"/> White Irish	<input type="checkbox"/> Black Caribbean	<input type="checkbox"/> Pakistani
<input type="checkbox"/> White European	<input type="checkbox"/> Black African	<input type="checkbox"/> Bangladeshi
		<input type="checkbox"/> Chinese
<input type="checkbox"/> Other white origin Please specify:	<input type="checkbox"/> Other black origin Please specify:	<input type="checkbox"/> Other Asian origin Please specify:

**This form should be returned to Mrs Diane Stubbs at Forest House Medical Centre, 2a Park Drive, Leicester Forest East, LE3 3FN.**

**no later than 14<sup>th</sup> August 2010**

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## JOB DESCRIPTION

**JOB TITLE:** Medical Receptionist.

**HOURS** 35 Hours per week

**LOCATION:** Forest House Medical Centre,  
2a Park Drive, L.F.E., Leicester, LE3 3FN.

**ACCOUNTABLE TO:** Practice Manager and Reception Manager.

### **JOB SUMMARY:**

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.  
Provide 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

### **DUTIES OF THE POST:**

#### **Main Reception Duties:**

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
- Making new and follow-up appointments using computer system.
- Deal with all general enquires and explain procedures.
- Give results to patients as per the Doctors' instructions.
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Enter patient information on to the computer
- Faxing and photocopying as requested..
- Process repeat prescription requests in accordance with Practice guidelines.
- Chasing up of results and patient information from UHL and outside agencies.
- Complete forms and fax requests for ambulances.
- Folding patient notes after summarisation.
- Extracting and filing of medical records.
- Filing of letters in patients' medical records.
- Printing medical records etc if required.
- Repair, tag (in date order) and tidy medical records.
- Prepare paperwork for tests and complete forms as necessary.
- Collate specimens for Leicester Hospitals and place in collecting bags.
- Chaperone patients if required.

- Ensure the Surgery premises are kept tidy.
- Follow procedures to maintain building security at all times
- Serve refreshments as necessary.
- Attend practice meetings.
- Undertake any other additional duties appropriate to the post as requested.

### *Special Requirements of the Post*

You should have a good standard of written and spoken English language. Good communication skills are essential as is the continued ability to work under pressure as part of a team and sometimes individually. Continued accuracy, reliability, punctuality and flexibility are of prime importance. You must have the ability to deal with problems in a professional manner. You must be dedicated to your work and have the ability to provide a quality service. Attention to detail is essential for the well being of our patients. You should be self-motivated, organised and have the ability to prioritise your workload. You must understand and accept the need for strict confidentiality. You should have the ability to use your own judgement, resourcefulness and above all, common sense.

You will be expected to be flexible with your working hours. Specifically you may be required to work extra hours to cover the absence of colleagues arising from holiday, sickness or other causes.

### **General Terms and Conditions**

All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of patient and staff records.

This job description is not to be taken as an exhaustive list of duties and responsibilities and may be changed in the light of changing practice needs. All changes will be fully discussed with the post holder. The post holder may be required to carry out other tasks befitting the post.

All employees are subject to the requirements of the Health and Safety at work Act. The post holder is required to ensure, as an employee, that his/her work methods do not endanger others or themselves.

The practice operates a strict **No Smoking policy**.

The Forest House Medical Centre is an equal opportunity employer and does not discriminate on the grounds of sex, race, disability, sexual orientation or religion.

### **Skills Required**

Applicants should ideally have experience of General Practice Reception and working within a team but training is available. Experience of working in an organisation with frequent changes in systems is a vital skill for working in the 'Modern NHS'. Keyboard skills are preferred but an ability to work with computers is essential as all staff are expected to work towards completing a European Computer Driving Licence (ECDL) course in the foreseeable future if required

## **PERSON SPECIFICATION**

### **Qualifications**

- Educated to GCSE standard, including English.

### **Skills**

- Have keyboard skills
- Familiarity with computers and technology.
- Be organised and methodical
- Pay attention to detail

### **Qualities**

- Ability to work well with other people as part of a team
- Ability to work unsupervised and show initiative
- Be able to work under pressure
- Should be reliable and conscientious, able to see a task through to completion and follow it up
- Clean and neatly presented at all times
- Should recognise and adhere to strict confidentiality
- Enthusiasm and commitment to learning and continuously improving

## **Employment Package**

### **Uniform**

All reception staff have to wear the provided uniform

Full-time staff are supplied with 2 blouses and a contribution towards either black or navy skirt or trousers.

### **Membership of the NHS pension scheme**

Employers contributions of 14%

### **Salary**

£10,500 - £14,000 pa pro rata according to age, experience and qualifications.

Training with qualifications available

### **Holidays**

25 days annual leave plus bank holidays