

71-75 Shelton Street, London, WC2H 9JQ | [www.generalpracticesolutions.net](http://www.generalpracticesolutions.net)  
020 8865 1942 | [enquiries@generalpracticesolutions.net](mailto:enquiries@generalpracticesolutions.net)

## Medical Receptionist GPS Associate

Job Title: Medical Receptionist.  
Location: National. (various locations available across the UK)  
Directorate: Primary Care. (NHS England & the devolved nations)  
Reports to: GPS Flexible Workforce Office. (FWO)

### Job summary.

Are you ready to play a pivotal role in the healthcare sector, ensuring the smooth and efficient operation of a GP practice? We are seeking highly motivated and professional medical receptionists to join our team across various locations in the UK. This critical position requires a meticulous individual dedicated to providing exceptional administrative support and outstanding patient care. As the first point of contact for patients, you will be instrumental in creating a welcoming and organised environment, contributing significantly to the overall healthcare experience.

### Key responsibilities.

#### Patient interaction.

- Greet patients with warmth and professionalism, ensuring they feel valued and respected from the moment they enter the practice.
- Efficiently manage patient enquiries both in person and over the phone, providing accurate information and assistance

#### Appointment management.

- Coordinate and schedule patient appointments using electronic health record systems (e.g., EMIS or SystemOne).
- Manage appointment cancellations and rescheduling, ensuring minimal disruption to patient care.

#### Administrative duties.

- Maintain patient records with precision, ensuring all information is accurate and up to date.
- Process and file patient documentation, ensuring compliance with NHS policies and GDPR requirements.
- Handle the administrative tasks associated with repeat prescriptions, referrals, and other patient requests.

#### Communication and coordination.

- Act as a liaison between patients and the clinical team, ensuring effective communication and the smooth flow of information.
- Coordinate with healthcare professionals to facilitate efficient patient care and support.

#### Financial administration.

- Handle patient payments and manage billing procedures with accuracy and confidentiality.

- Process insurance claims and documentation, ensuring all financial records are meticulously maintained.

#### Compliance and security.

- Adhere to NHS policies, Care Quality Commission (CQC) standards, and General Data Protection Regulation (GDPR) requirements.
- Maintain the security and confidentiality of patient information at all times.

#### Problem solving and crisis management.

- Address and resolve patient concerns or complaints promptly and professionally.
- Manage emergency situations calmly and efficiently, ensuring appropriate action is taken and support is provided.

#### Continuous professional development. (CPD)

- Engage in ongoing training and development to stay current with administrative practices and healthcare regulations.
- Participate in workshops and courses to enhance skills and knowledge, contributing to personal and professional growth.

### Person Specification.

#### Qualifications.

- GCSEs (or equivalent) in English and Mathematics.
- NVQ Level 2 or 3 in Business Administration or Customer Service is desirable.
- First Aid certification.

#### Experience.

- Proven experience in a customer service or administrative role, preferably within a healthcare setting.
- Familiarity with electronic health record systems (e.g., EMIS or SystmOne) is advantageous.
- Previous experience in a GP practice or similar healthcare environment.
- Experience in handling confidential and sensitive information.

#### Skills and competencies.

- Exceptional communication skills, both verbal and written, with the ability to interact professionally with patients and healthcare professionals.
- Strong organisational abilities, capable of managing multiple tasks and priorities effectively.
- Proficient in IT skills, including the use of Microsoft Office and electronic health record systems.

#### Knowledge.

- Understanding of NHS policies, procedures, and public health initiatives.

#### Personal attributes.

- Demonstrates a high level of professionalism and integrity.
- Compassionate and empathetic approach to patient care.
- Ability to remain calm and composed under pressure.
- Strong attention to detail and accuracy.

### Why join us?

- Impact.  
Make a real difference in the health and well-being of communities.

- Growth.  
Opportunities for professional development and career progression.
- Flexibility.  
Various work arrangements available to suit your lifestyle.
- Team Spirit.  
Join a supportive and dynamic team dedicated to high-quality patient care.

#### Special requirements.

- Flexible working hours.  
Willingness to work flexible hours, including evenings or weekends, to meet patient needs.
- Driving requirements.  
A full driving licence and access to a vehicle may be necessary for conducting home visits or travelling between practice sites.

#### Application process.

Are you driven by a passion for excellence and eager to be an integral part of a dynamic healthcare team? If so, we invite you to apply for this exciting opportunity. Please submit your application through our website. We offer positions across various locations nationwide, with opportunities for growth and professional development. This role is not only vital to the daily operations of the practice but also provides a platform to make a meaningful impact on patient care and the overall healthcare experience.