

## **CRICKLADE SURGERY**

### **JOB DESCRIPTION – MEDICAL RECEPTIONIST/DISPENSER**

**RESPONSIBLE TO: Operations Manager**

#### **DATE POSTED:**

14 July 2025

#### **SALARY:**

£12.94 an hour

#### **CONTRACT:**

Permanent

#### **WORKING PATTERN:**

Part-time – 17.5 Hours over a Monday, Tuesday and Wednesday

#### **JOB LOCATION:**

Cricklade Surgery - SN6 6AE

#### **JOB SUMMARY:**

We are seeking a professional and patient-focused individual to join our team in a dual role combining reception and dispensary responsibilities. This position involves providing high-quality administrative support and being the first point of contact for patients, portraying the Practice in a professional and welcoming manner.

The role also includes the accurate preparation of dosette boxes, ensuring safe and effective medication management for patient.

The role requires excellent communication and interpersonal skills, a high level of attention to detail, and the ability to work effectively as part of a team in a fast-paced environment. The post holder is expected to uphold the values of the Practice, maintaining patient confidentiality and always promoting a positive patient experience.

#### **JOB RESPONSIBILITIES:**

- Have a good knowledge of SystmOne or similar
- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice.
- Deal with all general enquiries, explain procedures and make new and follow-up appointments.
- Use your own judgment and communication skills.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, and ensure procedures are completed.

- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Enter requests for home visits into the clinical system, ensuring to carefully record all relevant details and referring to the rota doctor where necessary.
- Prepare lists and notes for surgeries and clinics held, ensuring completion of all associated paperwork.
- Enter patient information on to the computer as required
- Open, distribute, scan and classify incoming mail.
- Photocopy and shred documentation.
- Open premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
- When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off, and the alarm activated.
- Keeping the reception area, noticeboards and leaflet dispensers tidy and free from obstructions and clutter.
- Any other delegated duties considered appropriate to the post.
- Prepare and dispense dosette boxes for patient medications
- Dispense prescriptions generated by the GP and repeat prescriptions for both Dispensing and Non dispensing patients
- Maintain a safe and clean working environment, adhering to Standard operating procedures and Surgery policies and procedures
- Order stock and unpack orders received
- Deal with patient queries on prescriptions, and liaise with GP and local chemists as needed
- The successful candidate will also need to provide cover in reception and dispensing during staff leave/sickness when needed.

#### **WHAT YOU WILL NEED TO HAVE:**

- NVQ Level 2 in Pharmacy Services (or equivalent)
- Previous experience working in a dispensary or pharmacy setting
- Reception or administrative experience in a healthcare environment, preferably NHS
- Excellent communication and interpersonal skills, with the ability to interact effectively and empathetically with patients
- Highly organised, with strong time management and the ability to manage multiple tasks in a fast-paced environment
- Demonstrated ability to work collaboratively within a team
- A flexible and proactive attitude toward change and service improvement
- A genuine passion for patient care
- This role is subject to a DBS check

#### **BENEFITS**

- Competitive holiday allowance
- NHS pension scheme
- Free car parking nearby

## **CONFIDENTIALITY**

In the course of their duties, receptionists will have access to confidential information relating to patients, their carers and relatives and colleagues within and outside the practice. They may also have access to information relating to the practice as a business. All such information from any source whatsoever will be treated as strictly confidential.

Information relating to patients, their carers and relatives and colleagues within and outside the practice and in relation to the practice as a business will only be shared in accordance with the practice's Confidentiality Policy, the Data Protection Act and the Freedom of Information Act and in such a way that personal and sensitive patient-identifiable data is protected.

## **HEALTH AND SAFETY**

All staff will be aware of and comply with the practice's Health and Safety Policy. This will include:

- Minimising risk to self and others in the workplace.
- Identifying and reporting hazards/risks and contributing to control measures.
- Adhering to all relevant policies including infection control, cold chain
- Contribute to keeping the working area and patient areas tidy and free from hazards.
- Using protective equipment and clothing if necessary and in accordance with the practice's policy.
- Attending regular Health and Safety training.

## **EQUALITY AND DIVERSITY**

Staff will comply with the practice's Equality and Diversity Policy, including:

- Recognising the rights of patients, carers, relatives and colleagues and respecting their needs, beliefs, privacy and dignity
- Not discriminating against patients, carers, relatives or colleagues on the grounds of any of the protected characteristics in the Equality Act 2010

## **COMPLAINTS**

Staff will provide patients who wish to complain with a copy of the practice's complaints procedure and will explain how a patient should proceed if they want to complain face to face or in writing.

## **OTHER DUTIES**

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties, which may be requested from time-to-time.

*If you are a motivated, caring professional who thrives in a supportive team environment, we would love to hear from you.*

July 2025