

NORTH HERTS EXTENDED ACCESS SERVICE

BANK RECEPTIONISTS

As part of the National Extended Access Service, patients registered with North Herts Practices need to be provided with same day and routine access to primary care during the evenings, weekends and bank holidays.

12PointCare (GP Federation for North Hertfordshire) are looking to recruit friendly, experienced and enthusiastic Receptionists with good organisation and communication skills to join our pool of bank staff working for the North Hertfordshire GP Extended Access Service. A good telephone and welcoming face-to-face manner is essential.

Previous health service experience is essential as well as SystmOne experience. The post involves communication with patients, local GP surgeries, hospitals and colleagues to maintain an efficient and smooth-running service which operates 365 days per year.

Main duties will include:

- Greeting patients
- Answering telephone calls
- Contacting patients to confirm appointments
- Creating and sending discharge summaries to GP Practices
- Faxing and emailing referrals
- Handling sensitive patient information
- Supporting clinical colleagues administratively
- Opening and closing the service

Details of the service and the opportunities for Receptionists to work within it are detailed below:

Available Shifts:

All the shifts below include an additional 0.50 of an hour for tidying rooms after consultation hours. The shifts on Saturday and Sunday include a further additional 0.50 of an hour before consultation hours for setting up activities - including switching on computers for clinicians, etc.

- Monday - Friday: 6.30pm - 8.30pm
- Saturday: 7.30am - 4.30pm (or 2 shifts of 4.5 hrs)
- Sunday: 7.30am – 12.30pm
- Bank Holidays: TBA - Maximum of 5 hrs

Shifts can be booked on an adhoc basis, ie you do not have to commit to the same shifts each week.

Rates of Pay:

Enhanced rates of pay for unsocial working hours are available at fixed rates – more information available upon application.

Location of Extended Access Hub:

Sollershott Surgery – 44 Sollershott East, Letchworth Garden City, SG6 3JW. The Practice is spacious, has its own small car park to the rear and additional roadside parking beside the surgery.

Overview of the Service:

The service will offer routine GP, Nurse and HCA and Nurse appointments. The Receptionist duties will mainly include checking-in patients, dealing with patient and clinician queries, answering and checking the Extended Access telephone line, opening and setting up (Saturday, Sunday & Bank Holiday clinics), locking up of Practice premises and maintaining security.