

Drs, Ross, Cameron, Howes, Santhanam & Malone
The Northholme Practice

Kos Clinic
Roydlands Street
Hipperholme
HALIFAX HX3 8AF
Tel: 01422 205154



Northowram Surgery
Northowram Green
Northowram
HALIFAX HX3 7JE
Tel: 01422 206121

The Northholme Practice

Currently recruiting for a:

Receptionist

We are a friendly and supportive training practice located on the outskirts of Halifax, West Yorkshire and we have a very exciting opportunity for a motivated, committed and experienced Receptionist to join the team for 25 hours per week.

The Practice

We are currently a two site practice based in a beautiful part of West Yorkshire and the successful candidate will be required to work across both of our sites. The surgery is extremely well-established, friendly, supportive and inclusive. We have a growing practice size of approximately 15,700 patients currently based over the two sites which are located within ten minutes of each other.

We are committed to the well-being of our patients and staff and always welcome new ideas to improve patient care. We are very proud to have an excellent reputation in the local area, providing very high standards of care and currently rated 'Good' by CQC. We take an active part in our PCN (Lower Valley PCN) and the LMC with one of our GP Partners currently the Clinical Director of our PCN and one of our team who is on the LMC board. The practice uses TPP SystmOne clinical system.

The Team

The team includes five GP Partners, three Salaried Gp's, four Advanced Clinical Practitioners who are supported by a full Nursing Team comprising of four Practice Nurses, one Nursing Associate, one Healthcare Assistant, two Phlebotomist's as well as Pharmacy Prescribers. The practice also has First Contact Physiotherapy and Podiatry services running from the practice.

The Position

We are looking for a motivated Receptionist who is passionate about providing high quality healthcare and tackling the role in new and exciting ways. We want you to come and work alongside an already motivated and inspiring practice team of like-minded and varied professionals.

Please note this is an afternoon position so please only apply if you are able to commit to this.

The post holder will be expected to undertake all the normal duties and responsibilities associated with a Receptionist working within primary care.

Duties include but not limited to:

- Maintaining and monitoring the practice appointment system
- Process personal, telephone and e-requests for appointments
- Answer incoming phone calls, transferring calls or dealing with the callers request appropriately
- Signpost patients to the correct service

- Initiating contact with and responding to, requests from patients, team members and external agencies
- Photocopy documentation as required
- Data entry of new and temporary registrations and relevant patient information as required
- Input data into the patient's healthcare records as necessary
- Direct requests for information i.e. SAR, insurance / solicitors letters and DVLA forms to the administrative team
- Manage all queries as necessary in an efficient manner
- Maintain a clean, tidy, effective working area at all times
- Monitor and maintain the reception area and notice boards
- Support all clinical staff with general tasks as requested

Key skills and qualifications required:

- Experience of working with the general public
- Experience of administrative duties
- Experience of working in a health care setting
- Excellent communication skills (written and oral)
- Strong IT skills
- Clear, polite telephone manner
- Competent in the use of Office and Outlook
- Experience using Systmone
- Effective time management (Planning & Organising)
- Ability to work as a team member and autonomously
- Good interpersonal skills
- Problem solving & analytical skills
- Ability to follow policy and procedure
- Polite and confident
- High levels of integrity and loyalty
- Sensitive and empathetic in distressing situations
- Ability to work under pressure

Benefits

- Salary is set at £11.44 per hour
- 28 days holiday per year plus bank holidays
- NHS Pension
- Free on-site Parking
- Supportive and enthusiastic colleagues

Application Closing Date: Wednesday 19th June 2024

Interviews: Tuesday 25th June 2024

Start Date: To be agreed with the successful candidate

To arrange an informal discussion/visit or if you have any further questions about the role, please contact Hassan Ibrahim (Practice Manager) by email on hassan.ibrahim6@nhs.net or by telephone on 01422 893 249.

To apply for this position, please send your CV and a covering letter to hassan.ibrahim6@nhs.net.
