

Medical Receptionist Application Pack



CONTENTS

- **Copy of advertisement**
- **Letter to applicants**
- **Practice Profile**
- **Job Description**

Medical Receptionist Required

Student and family health GP practice

York

Full and part time positions available

We're looking for committed, enthusiastic person(s) to join our innovative multi-disciplinary team based in York's newest purpose-built primary care facility.

As the successful candidate, you will be a key part of our two partner practice and will work alongside a growing team.

You will be the first point of contact for patients and be responsible for receiving, assisting, and signposting patients in accessing the appropriate service in a courteous, efficient, and effective way. You will also provide general assistance to the practice team.

At Unity Health, the main way that patients contact us is via email or phone depending on the patient's preference. We do not make patients complete an online form so all contact made by a patient to the surgery will be answered by a member of Unity Health staff.

Unity Health currently operates 2 surgeries to the South and East of York, close to excellent local amenities. We are a consistently high QoF achiever, a supporting member of the Humber & North Yorkshire ICB and an active member of the Student Health Association (SHA).

Further information can be found at www.unityhealth.nhs.uk

Please send your application form to the management team at admin.unityhealth@nhs.net

Letter to the applicant

Dear Applicant,

Thank you for your interest in our vacancy for a Medical Receptionist.

Please find enclosed a Practice Profile and job description, which we hope will give you an insight into our work in the beautiful cathedral city of York. If, after reading these documents, you would like to apply for this vacancy, you should submit the attached application form and your CV.

Applications should be returned via email by 30th September 2025 to admin.unityhealth@nhs.net for the attention of the management team.

We will contact all applicants shortlisted by email.

If you would like further information about this post, then please contact the management team on the email above.

If you are shortlisted, you will be invited in for a Meet & Greet, this is not an interview but a chance for you to see our main surgery, Kimberlow Hill, and meet some of the team to get a feel for what an average day at Unity Health might look like. If, after this, you still feel the job is a good match for then we can arrange an interview.

I would like to thank you again for your interest and look forward to receiving your completed application.



Louise Johnston

Managing Partner

About us

Unity Health is a York-based NHS GP practice, serving more than 18,000 patients. It has a long history of family medicine dating back over 60 years. It also has over 30 years' experience in student health, providing healthcare to the University of York.

We see a wide range of conditions presented by the variety of patients coming into the practice. No two days are the same which makes it a very interesting workplace.

The reception team is made up of approximately 15 receptionists who work there hours across the week and at both surgeries.

Kimberlow Hill Surgery is open 8am-8pm Monday – Thursday, 8am-6pm Friday and 9am-1pm Saturday meaning there is a lot of flexibility with hours. Wenlock Terrace surgery is open 8am-6pm Monday – Friday. We work on a rolling shift pattern, at interview your hours will be discussed, we will then propose some hours to you, once accepted these will be your hours going forward. Overtime is available.

The whole practice is one big team here at Unity Health and we often arrange social events outside of work to get together and enjoy each other's company away from work.

Benefits of the job include on-site parking, cycle to work scheme and NHS pension.

Practice Ethos

The practice is stable, led by a strong partnership and supported by a loyal team of staff. We offer a full range of services, with the provision of high-quality care and enhanced patient experience being at the heart of the practice development.

JOB TITLE: Medical Receptionist
REPORTS TO: Reception Managers
HOURS: Various TBA, Monday to Saturday

Overview

First point of contact for patients, both on the reception desks and phones.

Receive, assist and signpost 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.

Provide efficient, helpful, informative and supportive reception and administration services to patients and members of the Practice team.

The candidate must have experience working with the general public, not necessarily in a healthcare setting. IT skills are vital to this role.

Responsibilities

1. Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

2. Quality

The post holder will strive to maintain quality within the Practice, and will:

- To work within the clinical computer system to improve and maintain data quality
- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

3. Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

4. Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

5. Personal/Professional Development

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

6. Communication

The post holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members, patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

7. Contribution to the Implementation of Services

The post holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Safeguarding Children

- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children, HM Government, 2018).

- All staff need to ensure, as part of their work with children and families and with adults who are parents or carers who are experiencing personal problems, that the needs of the children are considered and that where necessary they are assessed and appropriate referrals are made. Staff need to be aware of the relevant parts of *What To Do If You're Worried A Child Is Being Abused (2015)* [https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What to do if you re worried a child is being abused.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf)
- It is incumbent on all staff to ensure that they undertake child protection / safeguarding children training as per *Safeguarding Children and Young people: roles and competences for health care staff Intercollegiate document (RCN, 2019)*.

Safeguarding Adults

- Under sections 42 to 47 of the *Care Act (2014)* chapter 14 of the statutory guidance states: *Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved.*
- All staff must comply with mandatory training requirements as per '*Adult Safeguarding: Roles and Competencies for Health Care Staff*' (RCN, 2018) and ensure that adult safeguarding is embedded as an essential part of their daily practice. Safeguarding is everyone's business and staff within the organisation have a particular responsibility to ensure all safeguarding concerns are responded to effectively and efficiently in accordance with the local Practice Safeguarding Adults Policy.

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Notes *This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities.*