

# **WELLWAY MEDICAL GROUP**

MORPETH      PEGSWOOD      LYNEMOUTH      NEWBIGGIN

## **MEDICAL RECEPTIONIST REQUIRED**

**Salary: £10,650 - £14,602 pro rata (depending on experience)**

**Hours: 10 hours per week**

**Job Type: Permanent**

A position has become vacant for a Medical Receptionist to work within Wellway Medical Group. Previous experience of EMIS and keyboard skills are desirable, but not essential as training will be given.

The position consists two afternoon shifts, finishing at 6.30 p.m.
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**Application forms are available from and returnable to:**

Mrs M Hankinson  
Office Manager  
Wellway Medical Group  
MORPETH  
Northumberland  
NE61 1BJ

Further enquiries may be made to:  
Mrs Hankinson, Office Manager on 01670 502333

**CLOSING DATE: FRIDAY 5 SEPTEMBER 2008**

Further information about Wellway Medical Group is available on our website: [www.wellway.co.uk](http://www.wellway.co.uk)

If you have not been contacted within four weeks of the closing date, please assume you have been unsuccessful

# WELLWAY MEDICAL GROUP

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## JOB DESCRIPTION

**Ref. No :** 001/RCPT JD

**Job Title :** Receptionist

**Reports to :** Office Manager

**Section :** Reception

**Based at :** Morpeth/Pegswood/Lynemouth/Newbiggin

### **Job Purpose :**

To develop the smooth running and operation of the reception area maintaining an efficient and courteous service to all patient, doctors, Primary Health Care Team Members and the general public.

### **Main Duties :**

1. To ensure clear access and exit routes to the premises, with corridors and public routes free from obstacles and safe.
2. To complete all administrative duties carefully and competently maintaining a high standard of work at all times despite the pressures of a busy general practice.
3. To maintain an adequate supply of forms in all consulting rooms and the reception area.
4. To take telephone calls, answering general queries, explaining surgery procedures, making new and follow up appointments, receiving and processing requests for home visits and repeat prescriptions in a consistently friendly and professional manner. To promptly deal with urgent queries.
5. To develop the skill of effectively and calmly dealing with irate, upset or distressed patients and members of the public.
6. To develop your working knowledge of the practice computer systems and follow practice procedures and protocols where applicable.
7. To achieve a flexible approach to your work by helping other work associates within the PHCT when required and to undertake project work when asked.
8. To develop the ability to receive and direct all patients and visitors on arrival at the practice and to take telephone calls and messages in a courteous, friendly and professional manner at all times.
9. To achieve a consistently clean and smart personal appearance and to create a tidy, clean and safe working environment at all times.

**10.**To develop your working knowledge of the practice computer systems and follow practice procedures and protocols where applicable.

**11.**Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.

The above list is not exhaustive.

Your position brings you into contact with information, which is personal and confidential. Under no circumstances must this information be discussed or divulged. A breach of confidentiality is a dismissable offence.

**Section Information :** Your position will be within Wellway Medical Group's Reception team. The team consists of one reception team at each site, three office supervisors and an Office Manager based at Morpeth



Previous Employment	
Employer:	Job Title:
Start Date:	End Date:
Brief Summary of Responsibilities:	

Experience, Skills and Knowledge – Please enter any additional information that you feel would be relevant to support your application
Experience:
Skills:
Knowledge:

Driving Licence – Please detail by means of an 'x' in the appropriate box	
Do you hold a current UK driving licence? <input type="checkbox"/>	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
Type of licence held: <input type="checkbox"/>	Full: <input type="checkbox"/> Provisional: <input type="checkbox"/>

Declaration
<p><b>DATA PROTECTION ACT 1998</b> Information provided by you on this application form may be copied for use during the recruitment procedure. Once the recruitment procedure is completed, the data will be securely stored for six months and then destroyed. If you are successful, relevant information may be taken from this form and used as part of your personnel record.</p> <p>I confirm that the above information is complete and correct and that any untrue or misleading information will give the company the right to terminate any employment contract offered. I hereby give permission to the company to retain relevant and up to date personal data (medical information, references etc) in a secure location.</p> <p>I also give my permission to the company to disclose any details as necessary with specific reference only to the joining of any pension, private medical or death-in-service scheme that the company may participate in from time to time.</p> <p><b>Signed:</b> _____</p> <p><b>Date :</b> _____</p>

## REFERENCES

Please give the names of the people who have agreed to supply references. For all positions you must provide two references. If you are, or have been employed, these should be your two most recent employers. These may include your line manager or someone in a position of responsibility who can comment on your work experience, competence, personal qualities and suitability for the post. If you are a student please provide contact details of a teacher at your school, college or university. **Please note that personal references such as friends and relatives are not acceptable.**

***N.B. Referees will only be contacted if you are invited to interview***

### Referee 1

<b>SURNAME:</b>	<b>FIRST NAME:</b>
<b>JOB TITLE:</b>	
<b>ADDRESS:</b>	
<b>POST CODE:</b>	
<b>TELEPHONE:</b>	<b>FAX:</b>
<b>RELATIONSHIP:</b>	

### Referee 2

<b>SURNAME:</b>	<b>FIRST NAME:</b>
<b>JOB TITLE:</b>	
<b>ADDRESS:</b>	
<b>POST CODE:</b>	
<b>TELEPHONE:</b>	<b>FAX:</b>
<b>RELATIONSHIP:</b>	

## **EQUAL OPPORTUNITY STATEMENT**

Wellway Medical is committed to the principle of equal opportunity in employment, all employees and job applicants will receive the same treatment regardless of their colour, disability, ethnic or national origins, gender, gender reassignment, marital status, nationality, race, religion or belief, or sexual orientation.

It will therefore apply employment policies, which are fair, equitable and consistent with the skills and abilities of its employees. These policies will ensure that all employees are accorded equal terms and conditions of employment in all jobs of equal value.

Wellway Medical recognises the rights of a disabled person to not be treated “less favourably” than someone else because of their disability and therefore is committed to complying with the Disability Discrimination Act 1995.

Every employee is instructed that: -

- There should be no discrimination on account of colour, disability, ethnic or national origins, gender, gender reassignment, marital status, nationality, race, religion or belief, or sexual orientation.
- The Company will appoint, train, develop and promote on the basis of merit and ability
- All employees have personal responsibility for the practical application of the Company’s equal opportunity policy
- The Company’s grievance procedure is available to any employee who believes that he or she may have been unfairly discriminated against
- Disciplinary action will be taken against any employee who is found to have committed an act of unlawful discrimination. Serious breaches of the policy will be treated as gross misconduct, as will sexual or racial harassment

In the case of any doubt or concern about the application of the policy and any particular incidents, any member of staff or employee should consult the Practice Manager.

# EQUAL OPPORTUNITIES

**Wellway Medical** is an equal opportunities employer and as such promotes equality of opportunity. People are selected for employment based on their suitability and are treated fairly, regardless of race, sex, marital status, disability, age, religion or any other aspect not related to job performance.

*(This form will not be used in any way as part of the selection process)*

<b>Personal Details</b>			
<b>Forename(s)</b>		<b>Surname</b>	
<b>Title (Mr, Mrs, Miss, Ms.)</b>		<b>E-Mail address</b>	
<b>Address</b>			
<b>Home Number</b>		<b>Mobile Number</b>	

<b>Ethnic Categories</b> – Please describe your ethnic origin by a cross in the appropriate box. <i>These groups are recommended by the Commission for Racial Equality.</i>			
<b>White</b>	<input type="checkbox"/>	<b>Mixed</b>	<input type="checkbox"/>
<b>Asian or Asian British</b>	<input type="checkbox"/>	<b>Black or Black British</b>	<input type="checkbox"/>
<b>Chinese</b>	<input type="checkbox"/>	<b>Any other Ethnic Group</b>	<input type="checkbox"/>

<b>Age</b> (please tick ✓)					<b>Sex</b> (please tick ✓)			
Under 18				18-25		26-35	Male	
36-45				46-54		55+	Female	

<b>Disability</b> – please indicate by means of an 'x'		
Do you consider yourself to have a disability?	Yes <input style="width: 40px; height: 20px;" type="checkbox"/>	No <input style="width: 40px; height: 20px;" type="checkbox"/>
If yes, are there any arrangements we can make if you are invited for interview?		

<b>Asylum &amp; Immigration Act</b>	
Passport/NI Number	
If you are not a British /EC Citizen, can you provide documentary evidence that you are eligible to work in the UK?	

<b>Sickness Absence</b> – Please give details of spells and duration of absence through illness/injury you have had from work in the past two years

<b>Rehabilitation of Offenders Act</b> – Please indicate by means of an ‘x’. You are not required to disclose spent convictions covered by the Rehabilitation of Offenders Act. A conviction becomes ‘spent’ after a certain length of time, which varies depending upon the sentence and your age at the time of conviction. If you have any doubts about declaring a previous conviction, you should contact your local Probation Office, the Citizens Advice Bureau or your solicitor. Please give details of convictions where applicable	
Do you have any criminal convictions, which are not spent?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>

<b>Declaration</b>
<p><b>DATA PROTECTION ACT 1998</b>  Information provided by you on this application form may be copied for use during the recruitment procedure. Once the recruitment procedure is completed, the data will be securely stored for six months and then destroyed. If you are successful, relevant information may be taken from this form and used as part of your personnel record.</p> <p>I confirm that the above information is complete and correct and that any untrue or misleading information will give the company the right to terminate any employment contract offered. I hereby give permission to the company to retain relevant and up to date personal data (medical information, references etc) in a secure location.</p> <p>I also give my permission to the company to disclose any details as necessary with specific reference only to the joining of any pension, private medical or death-in-service scheme that the company may participate in from time to time.</p> <p><b>Signed:</b> _____</p> <p><b>Date :</b> _____</p>