

# St.Andrew's Medical Centre

## The role of our Medical Receptionists



Here at St. Andrew's Medical Centre our team of 9 dedicated receptionists are at the heart of the surgery.

They work extremely hard to support practice staff such as GP's and Practice Nurses and to ensure the smooth running of the surgery. This helps you as patients get the best possible service.

Our receptionists cover a huge amount of additional work that you might not expect from the role within the practice.

### Here are some of the jobs they do:

<ul style="list-style-type: none"><li>• Book appointments</li><li>• Deal with all sorts of patient queries</li><li>• Process prescriptions and answering pharmacy queries regarding medication - <i>did you know in just one month we had 1,600 prescription requests?!!</i></li><li>• Deal initially with all patient problems and complaints</li><li>• Arrange GP / Nurse rotas and dealing with the unexpected changes that occur - which happens a lot!</li><li>• Process new patient registrations and transfer medical records to new surgeries when patients move - <i>did you know we have around 1,200 patients join and leave us every year?!!</i></li><li>• Deal with requests for medical reports for solicitors, insurance companies etc.</li><li>• Give out test results to patients</li><li>• Keep Reception clean and tidy</li></ul>	<ul style="list-style-type: none"><li>• Organise patient transport where available for hospital appointments</li><li>• Update patient information such as telephone number, address, name etc.</li><li>• Manage all telephone calls for the medical centre</li><li>• Some of the team are trained as Chaperones to support patients where requested</li><li>• Manage appointment lists for other medical centre users including health &amp; social care, complex care nurses, counselling</li><li>• Manage all requests for home visits.</li><li>• Train in patient confidentiality and Data Protection</li><li>• Identify medication changes required when a patient is discharged from hospital</li><li>• Advise patients how to use the 'Health Corner' to check their height, weight and blood pressure</li></ul>
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