

## Dispensary Receptionist / Patient Adviser

We at Church Lane Surgery in Boroughbridge are offering an excellent opportunity for a reliable and flexible individual to join our busy reception team.

We are a rural practice, with over 12,000 patients, working from a modern purpose-built premises.

We are also a training practice with a wide multidisciplinary team including first contact physiotherapists, a PCN pharmacy team, Health & Wellbeing Coach, Social Prescriber, Mental Health Practitioner, and an in-house dispensary.

You will be a team player, willing to learn, and looking for a fresh and rewarding challenge. You will receive ongoing personal development and training opportunities in our high achieving and supportive environment.

You will work as part of a team providing a professional and effective service to patients attending dispensary, following business policies and procedures, always ensuring accuracy.

This is a part time permanent position, weekly hours detailed below, with as soon as possible/immediate start date.

<b>Mon</b>	Non-working day	<b>Total Hrs – 26</b>
<b>Tues</b>	9.00am – 6.00pm	
<b>Weds</b>	9.00am – 1.00pm	
<b>Thurs</b>	9.00am - 6.00pm	
<b>Fri</b>	1.00pm – 6.00pm	

**Responsibilities:** This is not an exhaustive list

- Assisting patients at the dispensary reception desk.
- Taking payments for prescriptions.
- Handing out medication and dealing with queries.
- Managing appointment queries.
- Liaising with doctors, nurses, pharmacist, practice staff, members of the Primary Health Care Team and outside agencies.
- Assisting with administration and day to day running of the dispensary.
- Additional allocated administrative tasks.
- Managing sensitive information/maintaining confidentiality (you will be required to sign the practice confidentiality agreement).

**Essential skills:**

- Excellent communication skills, compassion, and an ability to understand the needs of the patient and the practice.
- Good keyboard skills, numeracy, and good practical knowledge of Microsoft Office (Excel, Word, Outlook).
- A good attention to detail and a willingness to ensure accuracy.
- An ability to work on own initiative.
- Ability to remain calm and keep a sense of humour whilst working under pressure.
- Commitment to the organisation, and happy to work as part of a team.
- Flexibility –to cover additional hours, including for holiday and sickness as required.

**Desirable skills:**

- Previous experience of general practice (this is an advantage but not essential as training will be given)

**Key benefits:**

- Competitive salary to be discussed at interview and dependent on experience.
- NHS pension scheme
- On- site parking
- 6.6 weeks annual leave
- NHS employee benefits/discounts at various stores / brands

If you believe you have the requisite skills for this position, please forward a copy of your CV with a covering letter to Emma Gerrard HR Manager. **Please NOTE - You will also need to complete an application form.**

**Tel: 01423 322309 Email: [emma.gerrard4@nhs.net](mailto:emma.gerrard4@nhs.net)**

**Closing date: 19<sup>th</sup> December 2024**

Church Lane Surgery is an equal opportunities employer and welcomes applications from all. Applications will be considered on individual merit.