



Recruitment Pack



Medical Receptionist

Message from the Practice Manager



I am delighted that you are considering applying for this important role here at Aspen.

I hope that you find this pack helpful and we look forward to receiving your application.

Aspen Medical Practice was formed from the merger of four practices in 2018 and is now a single large practice looking after about 32000 patients. We have 140 employees who all work together as one multi-disciplinary team trying to provide the best service we can for our patients and their families.

Whilst patient care is key, we also value the wellbeing of our employees and offer free parking, access to the NHS pension scheme, enhanced sickness allowances, monthly protected learning time events, length of service recognition and much more. We listen to our staff via suggestion boxes, surveys and our staff forum and have made several changes in recent years in response to this.

You are welcome to come and look around yourself, either before or after application. Just contact our team at aspen.riskandcompliance@nhs.net.

Best wishes,

Paul Wainman - Practice Manager

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Dedicated Forward thinking People



Key Information

Role – Medical Receptionist

We are looking for receptionists to join our team within Aspen Medical Practice, a busy GP Surgery in Gloucester.

We are looking for individuals with strong communication skills and the ability to communicate with our patients and other colleagues in a professional manner. You will be working in a busy and sometimes stressful environment, and you will become an important member of a friendly and supportive team.

This position provides structured internal progression opportunities, enabling staff to develop further. Progression opportunities can be discussed at interview, and this starts after successful completion of a 3-month probationary period.

Please note that shifts are usually a mixture of **8:00-13:30**, **13:30-18:30** and **8:00-18:30 with a 30-minute unpaid break**.

If you apply for this role, you are confirming that you can meet all of the essential criteria listed at the end of this document.

Application Closing Date – **25th June 2026**

Shortlisting – **26th June 2026**

Interview Date/s – **2nd July 2026**

Points to Note

1. All longlisting, shortlisting and interview assessment will be performed against the essential and desirable criteria listed on page 8. If you are unable to meet the essential criteria you are unlikely to be successful in your application.
2. Should this vacancy attract sufficient interest it may be necessary to close the vacancy at an earlier date. We therefore suggest that you apply at an early stage to avoid disappointment.

Aspen Medical Practice is an equal opportunities employer and welcomes applications from candidates from all backgrounds. Please let us know if you require any reasonable adjustments at any stage of the recruitment process.

Any offer of employment will be subject to satisfactory pre-employment checks.



Job Description

Post	Medical Receptionist
Responsible to	Reception and Operations Manager
Purpose	<p>The purpose of the role is to:</p> <ul style="list-style-type: none"> • Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way. • Offer general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or on the telephone. • Undertake a variety of reception and administrative duties to assist in the smooth running of the Practice.
Duties and responsibilities	<p>Key Tasks and Responsibilities</p> <p>In Support of Line Management, the post holder will:</p> <ul style="list-style-type: none"> • Ensure an effective and efficient reception service is provided to patients and any other visitors to the Practice. Acknowledge a patient's arrival at the desk as soon as possible, encouraging them to use the check-in screens if appropriate. If the number of patients becomes unmanageable, advise the patients in the queue you will be with them as soon as possible and call for assistance. • Deal with all general enquiries, explain procedures and make new and follow-up appointments. This requires a helpful attitude even when experiencing negative, unresponsive and sometime verbally abusive behaviour from patients. Remaining calm, referring to your line manager if you are unable to help or feel threatened in any way. • Attending and undertaking Care Navigation training sessions. • Utilising Care Navigation and Signposting training, use your communication skills to ensure that patients are allocated to the most appropriate appointment or colleague. • Communicate test results using taught skills and ensuring accuracy. • Ensure "sample" forms are ready for clinics (blood forms etc if not already raised by GPs/PNs) and accept the receipt of samples from patients. • When requested, check patient clinical records to ensure relevant information is present, including clinical and sample results and add, when appropriate,

	<p>missing information in accordance with extant procedures.</p> <ul style="list-style-type: none"> • Take clear and precise messages both over the telephone and in person including details of caller and contact number. Ensure the message is passed promptly to the intended recipient or in their absence an appropriate member of staff. • Understand the Practice in House Complaints procedure and be able to advise patients of this; if a patient wishes to make a complaint, ask for their details so that a Deputy Reception Manager can call them back. If the patient is at the front desk, alert Deputy Reception Managers and they will come and to speak with the patient. • To be aware of the whereabouts of the 'duty/Navigation doctor'. • The daily action of tasks, actioning as appropriate. • Maintaining an up-to-date knowledge of and compliance with all Reception working procedures.
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General Tasks and Expectations

- Carry out general medical administration tasks following instruction from the Team Leader/manager.
- Liaison with external agencies as required.
- Assisting with Flu Clinics; updating patients' clinical records.
- Provide general assistance to clinical staff and promptly act on any instructions from the doctors.
- Ensure all relevant forms and New Patient Registration Packs are available for use at all times.
- Keep the waiting areas tidy and hazard free at Saintbridge Surgery.
- Keep the Reception areas, in particular the Reception counter, tidy at all times.
- Participation in relevant training and development proceedings and attend Protected Learning Time events. Note these may be outside your normal working hours (PLT events are once a month).
- In conjunction with the Primary Care Team offer Automatic External Defibrillation and Basic Life Support (following completion of training) to patients in the event of an emergency in Practice.
- Ensure effective action is taken in an emergency, knowing how and when to use emergency protocols.
- Maintain complete confidentiality in relation to all patients, staff and the Practice's business. Keep the Reception area free of patient identifiable information when the Practice is closed/reception area is unmanned. See further section on confidentiality.
- Other appropriate duties as directed by the Partners or their representatives.
- Monitor personal development to ensure a first-class service is delivered to the Practice and its patients.
- Adhere to all Laws, regulations and other regulatory guidance as well as the Practice's Policies and Procedures (including Financial, Personnel and Health and Safety) in place.
- This job description is not exhaustive and may be amended periodically after review and consultation.

Confidentiality

In the course of seeking treatment patients entrust the Practice and its staff with, or allow the gathering of 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. The post holder 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.

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 policies and published procedures. This will 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 minimises and manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures and provided equipment, maintaining work areas in a tidy and safe way - free from hazards.
- Actively report Health and Safety hazards and infection hazards immediately when recognised.

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 the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

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

Quality

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

- 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 and reporting any issues regarding these to the appropriate senior manager.

Communication

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

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

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 their own work.



Person Specification
Medical Receptionist

Key: A = Application I = Interview R = References E = Essential D=Desirable

Attribute	Essential (E) Desirable (D)		Assessed A, I, R
	E	D	
Qualifications			
Math GCSE or equivalent		X	A
English GCSE or equivalent		X	A
Work related Experience			
Customer Service experience		X	A
Experience in a health care sector		X	A
Reception experience		X	A
Other Experience and Skills			
Reliability	X		R
Basic IT skills		X	A
Positive attitude	X		I
Attention to detail	X		I
Able to work a Friday PM shift	X		A
Minimum of 3 shifts per week	X		A