

Medical Receptionist Vacancy

The Menston and Guiseley Practice are looking to recruit a Medical Receptionist to join our two site GP practice, the role will be based across Park Road Surgery and Menston Medical Centre.

Both part time and full time roles are currently available, between Monday to Friday (7.45am – 6.45pm).

The Reception team are the first point of contact for patients and visitors and carry out a range of administrative duties, including assisting and directing patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

The successful candidate will be organised, have excellent communication skills and a professional and compassionate nature when dealing with patients both face to face and over the telephone.

The ideal candidate must be able to cover annual leave and absence where necessary.

To apply, please email a covering letter and CV to magp.secretary@nhs.net

If you would like any further information, please telephone 01943 873332 and ask to speak to the Reception Supervisor.

Closing Date – 22nd August 2025

Main duties of the job

- To have a thorough knowledge of all practice procedures.
- Computer data entry, processing and recording information in accordance with practice procedures.
- Providing clerical assistance to practice staff as required, including word/data processing, electronic filing, photocopying, and scanning.
- Cover sickness/annual leave and work reasonable overtime when required.
- Receiving patients, consulting with members of the practice team.
- Processing prescription requests from patients, dealing with prescriptions queries from patients and pharmacies.
- Be able to cover all reception positions as necessary.
- Taking messages and passing on information.
- Processing personal and telephone requests for appointments, telephone consultations and home visits and ensuring callers are directed to the appropriate healthcare professional.
- Processing and distributing incoming (and outgoing) mail.
- Ensure that system is operational at the beginning of each day and switched over to night service and that the answer phone is operational at the end of each day.

- Keeping the reception area and notice boards tidy and free from obstructions and ensuring patient information and leaflets are well stocked.
- Maintaining and monitoring the practice and extended access appointments system including booking/amending and cancelling appointments, ensuring sufficient and accurate information is recorded.