

# Transferable Role Template

Career Framework Level 3

GP Practice Receptionist

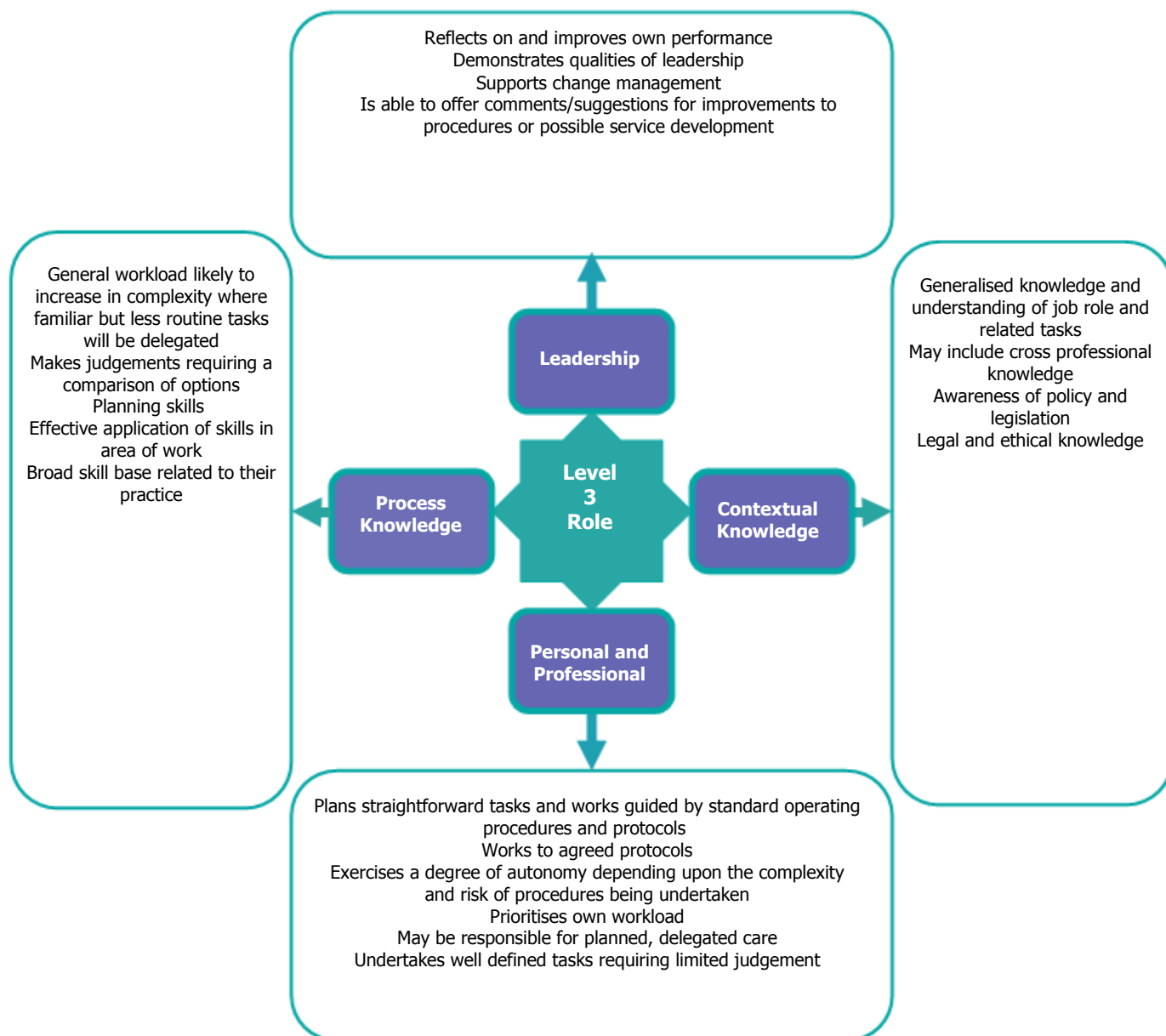
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Developers

SKILLS FOR HEALTH CAREER FRAMEWORK PROJECT

## Level Descriptors

### Key characteristics of a Level 3 Role



### Definition of the Level 3 Role

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2 and will have more responsibility with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.

### Example of Role at Level 3

Senior Healthcare Assistant:

Senior healthcare assistants or technicians support the work of practitioners at all levels and may work as part of a team. They demonstrate an ability to carry out tasks, solving straightforward problems and making some judgements, with guidance and supervision available. They have skills in specific focussed aspects of service delivery.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

### Basic Information:

Named Role	<b>GP Practice Receptionist</b>
Area of work	Primary Care
Role Family	Admin & Clerical
Experience required	N/A
Career Framework Level	3

## Summary of Role

This template outlines the key tasks and functions with which a GP practice receptionist will need to be competent. This is a role which requires a range of skills and attributes.

## Scope of the Role

The receptionist enables patients to see clinical staff.

Makes appointments, receives patients, arranges transport of specimens.

Filing and record keeping and the distribution of documents must be undertaken efficiently, accurately and promptly. Receive patients in reception area, noting their attendance on the computer diary system and making appointments where necessary.

Receive incoming calls, recording messages accurately in the form as agreed by the practice, and transfer calls as appropriate to the doctor, nurse, practice manager etc.

### Level 3 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>1. COMMUNICATION</b>	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3001">http://tools.skillsforhealth.org.uk/competence/show/html/id/3001</a>
<b>2. PERSONAL &amp; PEOPLE DEVELOPMENT</b>	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3517">http://tools.skillsforhealth.org.uk/competence/show/html/id/3517</a>
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2051">http://tools.skillsforhealth.org.uk/competence/show/html/id/2051</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3309">http://tools.skillsforhealth.org.uk/competence/show/html/id/3309</a>
			PROHSS1 Make sure your own actions reduce risks to health and safety <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3327">http://tools.skillsforhealth.org.uk/competence/show/html/id/3327</a>
			PMWRV1 Make sure your actions contribute to a positive and safe working culture <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4027">http://tools.skillsforhealth.org.uk/competence/show/html/id/4027</a>
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3518">http://tools.skillsforhealth.org.uk/competence/show/html/id/3518</a>
<b>5. QUALITY</b>	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/85">http://tools.skillsforhealth.org.uk/competence/show/html/id/85</a>
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2501">http://tools.skillsforhealth.org.uk/competence/show/html/id/2501</a>
<b>6. EQUALITY &amp; DIVERSITY</b>	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3506">http://tools.skillsforhealth.org.uk/competence/show/html/id/3506</a>
<b>B. HEALTH INTERVENTION</b>	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2820">http://tools.skillsforhealth.org.uk/competence/show/html/id/2820</a>
<b>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4104">http://tools.skillsforhealth.org.uk/competence/show/html/id/4104</a>

<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3509">http://tools.skillsforhealth.org.uk/competence/show/html/id/3509</a>
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4150">http://tools.skillsforhealth.org.uk/competence/show/html/id/4150</a>

### Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>1. COMMUNICATION</b>	1.5	Provide information, advice and guidance	CHS177 Advise on access to and use of services <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2320">http://tools.skillsforhealth.org.uk/competence/show/html/id/2320</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	3.5.1	Ensure your own actions reduce risks to health and safety	GEN1 Ensure personal fitness for work <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/372">http://tools.skillsforhealth.org.uk/competence/show/html/id/372</a>
			GEN96 Maintain health, safety and security practices within a health setting <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2859">http://tools.skillsforhealth.org.uk/competence/show/html/id/2859</a>
			PROHSS1 Make sure your own actions reduce risks to health and safety <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3327">http://tools.skillsforhealth.org.uk/competence/show/html/id/3327</a>
			SCDHSC0022 Support the health and safety of yourself and individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3516">http://tools.skillsforhealth.org.uk/competence/show/html/id/3516</a>
<b>6. EQUALITY &amp; DIVERSITY</b>	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3506">http://tools.skillsforhealth.org.uk/competence/show/html/id/3506</a>
<b>B. HEALTH INTERVENTION</b>	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2820">http://tools.skillsforhealth.org.uk/competence/show/html/id/2820</a>
	B3.3.1	Prepare and dress for specified health care roles	GEN2 Prepare and dress for work in healthcare settings <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/383">http://tools.skillsforhealth.org.uk/competence/show/html/id/383</a>
	B5.3	Package biomedical/clinical parcels for transportation	GEN24 Despatch biomedical samples <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2204">http://tools.skillsforhealth.org.uk/competence/show/html/id/2204</a>
<b>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.2	Input data/information for processing	IUF:FS IT user fundamentals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2885">http://tools.skillsforhealth.org.uk/competence/show/html/id/2885</a>

	D2.4	Maintain information / record systems	CFABAD332 Store and retrieve information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3703">http://tools.skillsforhealth.org.uk/competence/show/html/id/3703</a>
<b>E. FACILITIES &amp; ESTATES</b>	E2.1.3	Support and control visitors to services and facilities	SCDHSC0245 Receive visitors in health and social care settings <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3513">http://tools.skillsforhealth.org.uk/competence/show/html/id/3513</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H2.1	Administer diary appointment systems	GEN25 Administer appointments <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2292">http://tools.skillsforhealth.org.uk/competence/show/html/id/2292</a>
	H2.6	Receive and pass on messages and information	SCDHSC0242 Deal with messages and information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3510">http://tools.skillsforhealth.org.uk/competence/show/html/id/3510</a>
			CFABAA621 Make and receive telephone calls <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3693">http://tools.skillsforhealth.org.uk/competence/show/html/id/3693</a>
	H2.7	Use office equipment	CFABAA231 Use office equipment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3708">http://tools.skillsforhealth.org.uk/competence/show/html/id/3708</a>
	H3.6	Carry out financial transactions	GEN26 Deal with financial transactions within a health facility <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2721">http://tools.skillsforhealth.org.uk/competence/show/html/id/2721</a>

**Facets of Role (National Occupational Standards):**

Underpinning Principle	Reference Function		Competence
		None Assigned	



**Locality Specific Competences / National Occupational Standards:**

Underpinning Principle	Reference Function		Competence
		None Assigned	

## Indicative Learning and Development

<b>Transferable role</b>	<b>GP Practice Receptionist</b>
<b>Formal endorsed learning</b>	
<b>Informal learning</b>	
<b>Summary of learning and development including aims and objectives</b>	
<b>Duration</b>	
<b>National Occupational Standards used</b>	
<b>Credits (including framework used)</b>	
<b>Accreditation</b>	
<b>APEL and progression</b>	
<b>Programme structure</b>	
<b>Continuous Professional Development</b>	Not specified
<b>Resources required, e.g. placement learning, preceptors, accredited assessors etc</b>	
<b>Quality Assurance</b>	
<b>Policies included in learning programme documentation</b>	
<b>Funding</b>	
<b>Leading to registration or membership with:</b>	

## References & Further Information:

N/A