

Job Title Grade 3 Reception
Job ID Z1020/TC2/MED/015(2)
Score 255
Band Band 3
Status Band Matched
Matched To Health Records Team Leader/Officer
Job Statement 1. Form part of a team responsible for the efficient provision of an op service
 2. Processing op appointments using clinic management facility on PAS
 3. Management of OP waiting lists and processing of reports

Relevant Job Information	National Profile	Profile	Factor Status	Score
1. Communication & Relationship Skills				
Communicate information to patients regarding appointments etc. Liaise with other departments and GPS. Deals with patients queries. 3A	3a	3	Matched	21
2. Knowledge, Training & Experience				
NVQ2 and 1 years experience.	3	3	Matched	60
3. Analytical & Judgemental Skills				
Collates statistics, meets monthly audit targets. Arrange emergency appointments.	2	2	Matched	15
4. Planning & Organisational Skills				
Organise appointments, notes, validate waiting lists and prepare clinics.	2	2	Matched	15
5. Physical Skills				
Speed and accuracy required for working on PAS and producing reports. 3A	2-3a	3	Matched	27
6. Patient / Client Care				
Gives advice and guidance to patients on appointments etc.	2	2	Matched	9
7. Policy & Service				
Put forward initiatives and help implement these with agreement of line manager.	2	2	Matched	12
8. Financial & Physical				
Manages and orders stock for the office. 2D	2bcd	2	Matched	12
9. Human Resources				
Demonstrates duties to new starts.	1-2ac	1	Matched	5
10. Information Resources				
Inputting data into PAS. Use of various computer packages and systems to record data. 2A	2a	2	Matched	9
11. Research & Development				
Audits in own area as and when required.	1	1	Matched	5
12. Freedom To Act				

Responsible for the day to day organisation of workload.	2-3	3	Matched	21
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13. Physical Effort

Inputting at keyboard for long periods of the day.	2abcd-3ac	2	Matched	7
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2A

14. Mental Effort

Concentration required for inputting data and dealing with statistics. Constant interruptions from patients, GPS and various outside agencies.	2a	3	Variation	12
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3A

15. Emotional Effort

Frequent calls from patients who are upset and distressed.	2a-3a	3	Matched	18
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3A

16. Working Conditions

Long part of day at VDU.	1-2a	2	Matched	7
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2E