

Patient Support Team Vacancy

Scarborough Medical Group is looking for x2 part time (minimum 16 hours p/w) friendly and hardworking Patient Support Team Members to join our busy Practice.

Based between our Danes Dyke and South Cliff Surgeries, you will lead from the front with regards to our patient's experience when dealing with the Practice. Experience is not essential as a "can do", positive, cheerful disposition, but a customer service, customer facing or telephone enquiry handling employment background would be an advantage.

This is a fast paced, multi-tasking role and you will be required to think on your feet, problem solve and act quickly during busy times. The ability to keep calm under pressure and maintain patient focus, therefore, is one of paramount importance to us.

If you think you meet our outline person specification and like the sound of the brief job description (details below), then please fill out our application form which can be downloaded from our website www.scarboroughmedicalgroup.co.uk where you can also download our full job and person specification.

The closing date for applications to be returned is Friday 17th September 2021.

Person Specification;

- A cheerful, friendly, calming and sympathetic manner
- Highly professional, discreet and comfortable working with confidential information
- A strong team player with the ability to work and communicate openly and supportively with others
- Constantly aiming to excel in delivering first class customer/patient service both face to face and over the phone
- The ability to keep calm under pressure whilst performing multiple tasks under what can be challenging circumstances

Job Description

- Acting as the first point of contact for patients contacting the Practice
- Dealing with patients enquires by phone and in person including appointment scheduling, test results information, prescription requests amongst others
- Liaising with other departments and staff members and other healthcare providers to answer/follow up queries e.g.; dispensary, nursing teams, maternity, retinal screening, hospital and pharmacies amongst others.
- Updating and maintaining NHS systems in line with regulatory and Practice protocols (training will be provided, but you should be PC literate)

Our roles are part time (minimum 16hrs) and you should be able to work at either of our main sites. Additional hours will be required for extended hours access which will on occasion involve some evening and weekend working on a rotational basis. You will be required to provide sickness and holiday cover within a rota. Scarborough Medical Group offers a competitive salary, and you will be entitled to join the NHS pension scheme should you wish. Uniform is provided upon completion of a 6 month probation period.

Please note that due to the high level of applications we expect to receive, if you have not heard from us one week from the closing date then your application will have been unsuccessful.