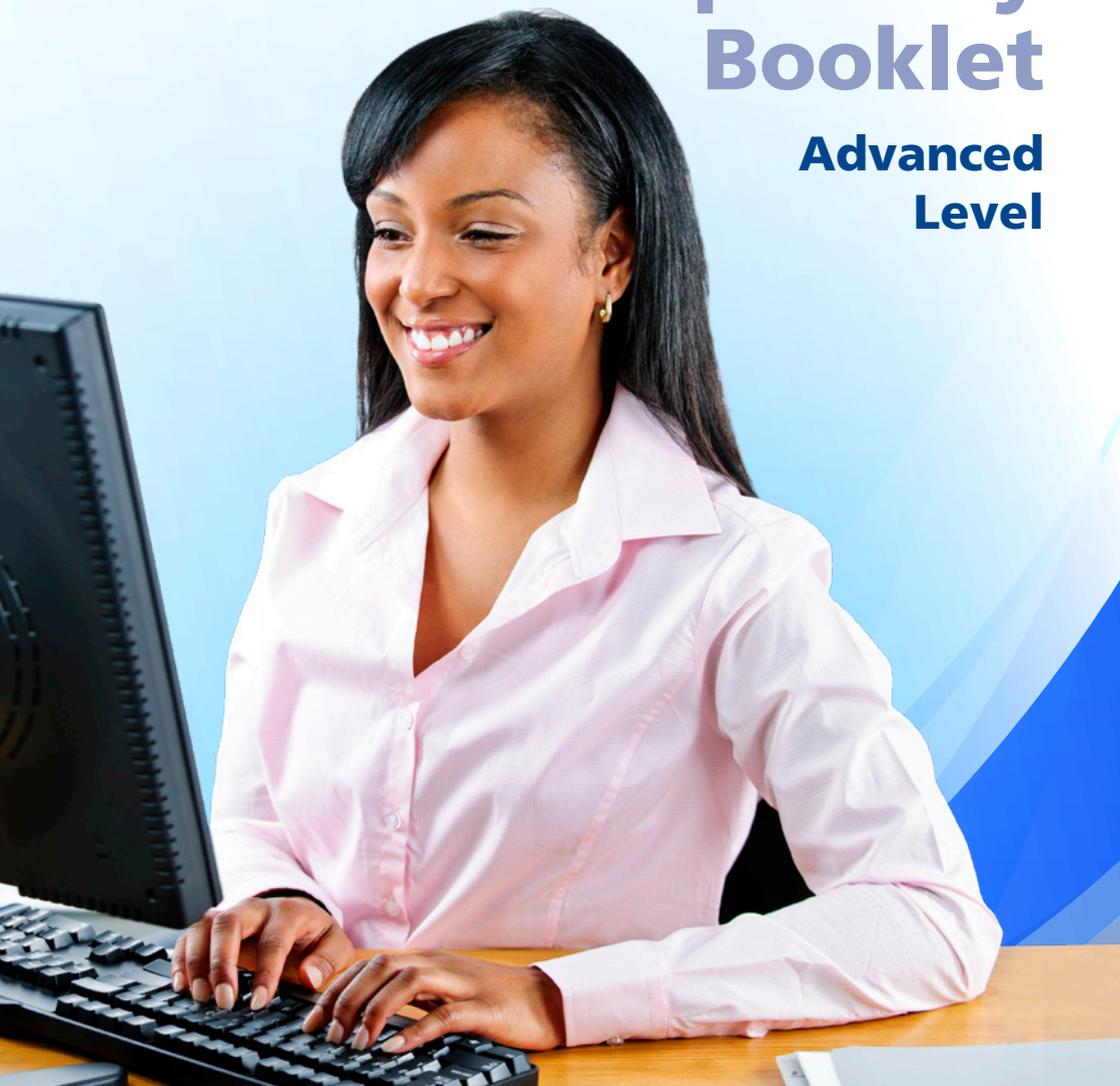


Primary Care Workforce Team

Receptionists' Competency Booklet

**Advanced
Level**





Competency Areas

1. Information for Patients (Signposting)
2. Complaints
3. Health and Safety
4. Premises management
5. IT knowledge
6. Clinical systems
7. Governance and training

Name: _____

Assessor: _____

GP practice: _____

Introduction

Congratulations on completing the standard level booklet and welcome to the advanced level. Hillingdon Primary Care Workforce Team is delighted to continue to support the good work of the Practice Managers and Receptionists of Hillingdon's GP Practices with this second booklet of the Hillingdon Receptionists' Competency Framework.

What is the competency framework?

The framework is local guidance for the competencies that GP practice receptionists should have to carry out their roles with skills and confidence. It brings together a range of work areas and important tasks that receptionists and administrators are expected to carry out in their day to day roles. It is a checklist that can be interpreted to fit each individual GP practice and to work within GP practice level policies and procedures. This advanced level booklet is part two of a series of booklets and builds on the 14 competency areas of the standard level with a further 7 areas for more advanced working in the receptionists' or administrators' role.

Why is it useful?

Hillingdon's Practice Managers and Receptionists led and were consulted upon its design and content and the feedback was that it would be very useful to:

- Promote best practice amongst Hillingdon GP practices
- Enable consistency in standards across Hillingdon GP practice receptionists
- Allow receptionists to easily show their skills and competencies to support appraisal and career development processes
- Allow managers to easily see the gaps and training needs for their staff and match their staff skills and experience for effective working

Who is it for?

This advanced level booklet is the second in a series of three booklets and builds upon the competencies already completed at standard level, with more exacting tasks for more experienced receptionists and administrators to evidence their skills and / or progress their careers. Only receptionists who have been signed off against, and received their certificates for, the standard level booklet should then begin this advanced level booklet.

Career progression may lead to senior reception work, practice management or into other practice-based staffing areas such as clinical correspondence, signposting, Health Champions, Care Coordinators and HCAs. The competencies have been classified to indicate those most important towards

'clinical correspondence' roles and those most important towards 'signposting' roles. These fit with the local programmes of training and resources for GP practices in these areas of work. The wider NHS environment is encouraging the 'Band 1-4' workforce with apprenticeships, navigator and coordinator roles. Having a local framework to support our reception and administration staff in developing themselves will encourage their retention in general practice and their ability to translate their skill set into any of these roles.

This booklet can be used for:

- Progression of receptionists into more senior and leadership roles
- Consolidating the skill sets of current senior receptionists and administrators alongside training
- A personal record to evidence transferrable skills
- A tool for consistency of practice within and across practices

How to use it?

The advanced level booklet has 7 competency areas with key tasks listed underneath. These can be tailored and added to but form the basis of meeting the advanced level competency framework requirements. For each task or group of tasks, receptionists and administrators can tick the boxes to show they are working towards or have completed the requirements to achieve a good working standard in this subject. Sign off is by a senior member of staff and is to be given on assessing the adequate delivery of the task under observation. Observing receptionists and administrators at work and with patients and colleagues over a period of time will be the main form of assessment and sign off. But written evidence can be collated and shown where appropriate and relevant.

Certificate of Achievement

Final sign off of all competency areas and tasks can be given by the Practice Manager and a Hillingdon certificate awarded for completion of the competency framework advanced level. These certificates will be standard currency across at least Hillingdon and provide receptionists with recognition of the good work that they do in general practice every day.



Area of Competency

1. Information for Patients (Signposting)

Be able to demonstrate the following and advise patients accordingly:

- Awareness and understanding of local services, organisations and voluntary groups to which you can “signpost” patients including:
 - Council’s Connect to Support website
 - NHS Health Help Now app
 - Hillingdon 4 All Wellbeing Service and single point of access, as an example
 - Carers Services and single point of access
 - Minor Ailments Scheme (where applicable)
- Update noticeboards and leaflet holders with relevant patient information and be able to order new supplies when needed .
- Know how and where to order Practice NHS supplies such as GMS forms, Mat B1s, appointment cards, etc.
- Advertise the PPG (Patient Participation Group) and be specific about the aims of the group.
- Advertise the “Friends and Family Test” and understand its purpose and how patients can participate.
- Understanding of the “Freedom of Information Act”, what requests can be made under the Act and how the Practice should respond.
- Explain who CQC (Care Quality Commission) is and what it does.

Notes:

Area of Competency

2. Complaints

Know the Practice procedure for handling a complaint and be able to demonstrate the following:

- Know and explain the Practice Complaints Procedure including what to advise patients wishing to complain and your role in dealing with complaints.
- Know who the Practice “Complaints Officer” is and how and when to contact or involve them.
- Explain the complaints escalation process if the patient is unhappy with the Practice response either verbally or formally in writing.
- Know how to deal with complaints not directly related to the Practice eg the hospital, District Nurses, etc.
- Demonstrate the following:
 - Listening without interrupting
 - Being open and not getting defensive
 - Responding with ‘sorry’, ‘absolutely’, ‘definitely’
 - Expressing empathy and showing interest
 - Asking open questions and demonstrating you understand
 - Explaining what you are able to do; agreeing on what you will do
 - Implementing what you said you would do; following up that it has had an impact and the patient is satisfied.
- Reflect on your behaviour and communication style in order to learn and improve.

Notes:

Area of Competency

3. Health and Safety

- Health and Safety at Work Act 1974:
 - Be able to summarise your responsibilities under the Health and Safety Act
 - Know who the Practice "Health and Safety Officer" is and how and when to contact or involve them
 - Know how to report an incident
 - Be able to complete a "risk assessment" and possess a knowledge of when risk assessments should be completed.
- First Aid:
 - Know who the Practice "First Aiders" are and how and when to contact or involve them
 - Know the location of the First Aid boxes
 - Know the location of the defibrillator and how to use it
 - Know where the "emergency drugs" and oxygen are located and how to access them.
- Fire Procedures:
 - Know and explain the Practice Fire and Evacuation Procedures including where the "meeting point" is, what to advise patients and your role in raising the alarm or evacuating the building
 - Know where your nearest "call point" is and how to raise help
 - Know where the Practice fire exits are and how to assist colleagues and patients to evacuate
 - Explain the different coloured fire extinguishers and what they are used for.
- Well Being
 - Be aware of yourself and colleagues' wellbeing and understand yours and others' mechanisms to manage stress
 - Highlight to the Practice Manager if you are concerned about yourself or a colleague feeling stressed or anxious about work

Notes:

**Working
Towards**

Competent

**Evidence
Collated**

**Assessor
Sign off**

Area of Competency

4. Premises Management

Be able to understand, explain and demonstrate the following:

- The Practice's opening and closing procedures.
- The Practice's contingency plan, where to find it and your role in its implementation.
- The Practice's "Lone Worker" policy and how to abide by it.
- The Practice's CCTV policy and code of practice (if applicable).

Notes:

**Working
Towards**

Competent

**Evidence
Collated**

**Assessor
Sign off**

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Area of Competency

5. IT Knowledge

- Know where the CCG IT Department Hints and Tips sheet is and what it contains.
- Be able to resolve basic identified computer and printer problems including:
 - how to change a drum and a toner
 - what to check if you can't print a document
 - what to check if paper / prescriptions are not being "picked up" by the printer
 - where to look to resolve a printer paper jam.
- Know what system problems to report to which company including when and how to contact:
 - Your local PM Lead
 - EMIS
 - Docman
 - Jayex
 - The CCG / Confederation IT Department.
- Be able to demonstrate how to access and use:
 - The Practice "shared drive" folders
 - The Practice email system
 - External systems eg ICE, eRS, etc
 - Backup tapes / discs for the clinical server.

Notes:

**Working
Towards**

Competent

**Evidence
Collated**

**Assessor
Sign off**

Area of Competency

6. Clinical Systems

Be able to understand, demonstrate and action the following according to Practice procedures:

- Registration screen / GP Links / PDS / Online services:
 - FP69s
 - Amendments
 - Unmatched records
 - FP22 reminders
 - Duplicate records
 - Online appointments
- Population Manager:
 - QOF "pop ups"
 - "Patient alerts"
 - Coding

Notes:

Area of Competency

7. Governance and Training

- As well as all the above, know the Practice leads for the following areas as well as an awareness of the policies and procedures, where to find them and your role in their implementation:
 - Infection Control – including dealing with sharps boxes, specimens and spillages
 - Safeguarding – including recognising signs of abuse and how to report them
 - Information Governance – including confidentiality and record keeping
 - Caldicott Guardian
- Ensure completion of all Practice mandatory training. Recommended to included:
 - Induction – consider standards in Care Certificate
 - Basic Life Support
 - Fire and Evacuation procedures
 - Health and Safety including Moving and Handling, and Display Screen Equipment
 - Infection Control
 - Safeguarding – children and adults
 - Mental Health Awareness
 - Dementia Awareness
 - Chaperoning
 - Information Governance including Records, Consent and Confidentiality
 - Customer Care including Telephone Skills, and Complaints
 - Summary Care Records
 - Equality and Diversity
 - Bullying and Harassment
 - Whistleblowing

Notes:

**Working
Towards**

Competent

**Evidence
Collated**

**Assessor
Sign off**

Some Useful References

-  Hillingdon CCG Extranet – nhsnw1.oak.com/Account/Login
-  Hillingdon GP Confederation Website – www.hillingdonprimarycare.co.uk
-  Skills for Health Website – www.skillsforhealth.org.uk
-  Council Voluntary Sector Website – www.connecttosupporthillington.org
-  Hillingdon Primary Care Workforce team email – hillccg.training@nhs.net
-  Hillingdon CCG communications email – hillccg.CCGcommunications@nhs.net

On Completion

Congratulations! You have successfully completed and been signed off as achieving the Hillingdon Receptionists' Competency Framework's advanced level competencies. Your certificate will be presented to you by your Practice Manager and the Hillingdon Primary Care Workforce team will be informed of your achievement.

We wish you every success in the important role you currently play in general practice and any career progression you may wish to undertake. Ask your Practice Manager if you would like to work towards the next competency level and receive the third and final booklet to assist you with this. Good luck!

If you have any further questions, suggestions or requests regarding education and training please do not hesitate to contact us at hillccg.training@nhs.net

Hillingdon Primary Care Workforce team

With Thanks To:

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Hillingdon CCG Communications Team

Version 3: June 2019

Notes

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