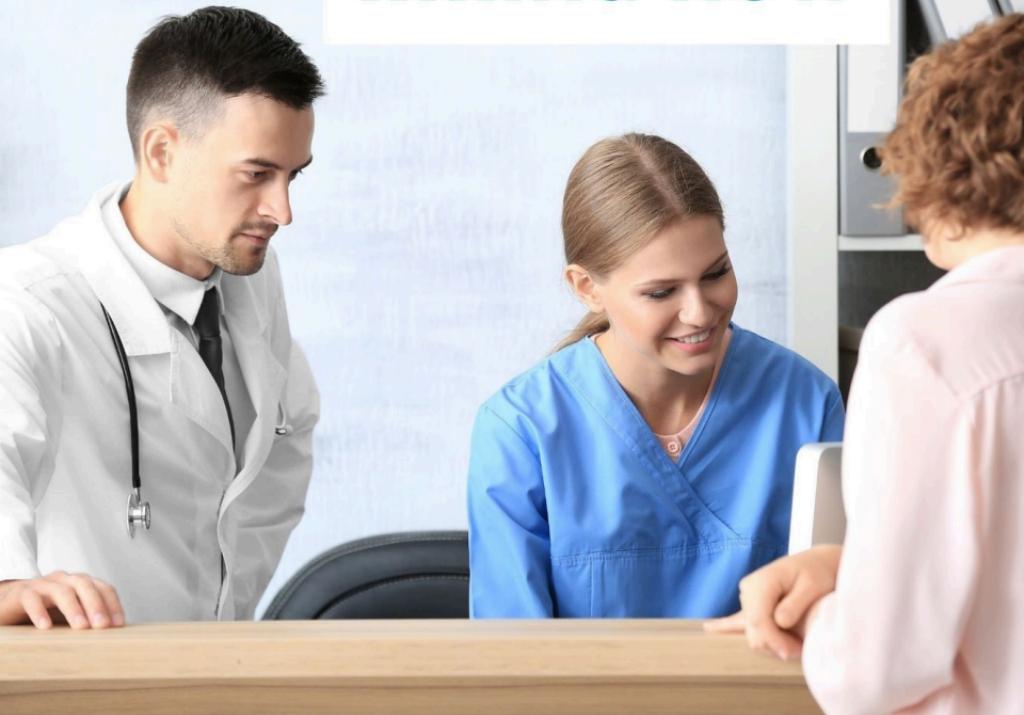


# HIRING NOW



## RECEPTIONIST VACANCY

Forest House Medical Centre are looking to recruit an enthusiastic, flexible, highly motivated Receptionist to join our friendly team. The ideal candidate will already possess some experience of reception/customer service and be seeking further opportunities to develop and build on an already established career.

Closing date: 28th February 2026

Please send your CV to [reception.warrenlanesurgery@nhs.net](mailto:reception.warrenlanesurgery@nhs.net)



# RECEPTIONIST VACANCY

The successful candidate will possess the following: .

- Have excellent communication skills
- Work well independently and within a team .
- Possess the ability to handle challenging situations in a demanding environment .
- Be able to handle difficult situations .
- Work well under pressure.

As a Practice Receptionist, you will cover a wide range of roles and previous experience working in general practice along with SystmOne experience is desirable, however full training will be provided. The practice holds regular team meetings and training sessions which you are encouraged to attend.

As part of our commitment to you, we already have an established career development plan which you will be supported to work through. We also offer a range of teaching and training opportunities throughout the year aligned with a competitive benefits package. The practice supports the NHS pension scheme.

Forest Medical Group is a two-site practice with a current population of over 17,500 patients. The practice has an excellent complement of clinical staff including 8 GP partners, 3 salaried GPs as well as Nurse Practitioners, Practice Nurses, Nursing Associates, Clinical Pharmacist, Health Care Support Workers and Phlebotomy services as well as a team of Reception and Administrative staff.

As a practice we are an intrinsic part of the North Blaby Primary Care Network which allows us wider opportunities to support our patient group via mental health and musculoskeletal physiotherapy practitioners, midwives and social prescribers.

We are also a teaching Practice affiliated with the University of Leicester and Jubilee training Academy for the teaching of medical students, Foundation Doctors and Registrars.

We are a SystmOne practice which lends itself to a proactive approach with a dynamic team aligned to our practice core values. The Warren Lane practice has undergone an extensive refurbishment and comprises of 11 clinical rooms, 1pre-assessment room and 1 minor operations room. It also boasts 2 staff break out rooms, 3 open office suites and a fully equipped conference room allowing practice meetings, PLT sessions, video conferencing as well as virtual and face-to-face teaching.

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# RECEPTIONIST VACANCY

## MAIN DUTIES AND RESPONSIBILITIES

1. Using SystmOne and Microsoft Office applications
2. Providing the first point of contact for patients both face to face and by telephone, recognising an emergency situation / alternative method of communication if required
3. Answering telephone calls
4. Triaging patients for same day appointments and signposting to appropriate clinician / service
5. Booking/ cancelling / rearranging patient appointments and dealing with patient queries
6. Message taking for all members of the surgery healthcare team
7. Opening and sorting the daily post
8. Chaperoning for clinicians when required
9. Preparing patient repeat prescription requests and issuing of signed prescriptions
10. Receive/ Action electronic patient tasks
11. Processing electronic patient referrals to secondary care and other providers via the e-referral service
12. Communicating with patients as required ensuring confidentiality is maintained at all times
13. Photocopying, filing & scanning
14. Ensure accurate completion of patient registration documents
15. Recording all home visit requests
16. Performing any other administrative duties as required
17. Opening and Closing of the surgery with another team member – following the opening & closing procedure to including setting the alarm & ensuring all computers are switched off
18. Ensuring that colleagues are aware of unresolved urgent matters
19. Attend any required surgery meetings / training and e-learning
20. Maintain a tidy reception area, waiting room & staff kitchen area
21. Providing holiday and sickness cover for colleagues

N.B. The practice is continually developing, therefore duties of all staff are likely to change – an adaptable approach is therefore required.

Training and development will be available for the right candidate. Salary will be dependent upon experience.

If you would like any further information please do not hesitate to call on 0116 2898111 and ask for Gary Mitchell for an informal chat. If you are interested in applying for this post, please send your CV with a covering letter to [reception.warrenlanesurgery@nhs.net](mailto:reception.warrenlanesurgery@nhs.net). The closing date for this position is the 28th February 2026

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