



PERSONAL STATEMENT

A confident communicator with a friendly manner who is able to work on reception as a main point of contact for all visitors to a surgery. Amir is a recent college leaver who is more than able to undertake a variety of administrative duties to assist in the smooth running of any medical practice. He is well organised, able to work on his own initiative and capable of dealing with demanding visitors and difficult situations. Well presented, articulate and having fast and accurate typing skills, he can assist a GP in a variety of daily tasks. Right now he is looking for a suitable entry level position with an employer who can provide an innovative and stimulating working environment, as well as superb learning and development opportunities.

ACADEMIC QUALIFICATIONS

Coventry North College **2011 - 2012**
Diploma in Administration Pass

Birmingham South High School **2008 - 2011**
Maths Pass
English Pass
Geography Pass
Physics Pass
Business Studies Pass

COMPETENCIES

RECEPTIONIST

- Facilitating effective communication between patients and members the primary health care team.
- Taking telephone appointment bookings and logging calls onto the system.
- Handling repeat prescriptions, checking name and addresses and then giving them to patients.
- Greeting visitors and patients in a professional manner and then directing them.

ADMINISTRATIVE

- Organising and booking transport and interpreters for patients as required.
- Sending out appointment and general correspondence letters to patients.
- Handle patient complaints in accordance with practice protocols.
- Maintaining and monitoring the practice appointments system.

PERSONAL

- Always respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Excellent telephone manner and be able to liaise well at every levels.
- Liaising with members of the healthcare team in a confident and professional manner.
- Willing to undertake training as required to ensure the effective & efficient use of resources.

TRANSFERABLE SKILLS AQUIRED WHILST STUDYING

- Filing and retrieving medical records and other paperwork.
- Undertaking general office duties like faxing, photocopying, data entry, scanning and updating patient records.
- Registering new patients, checking their identification and sending out welcome letters to them.
- Maintaining a safe work area, free from hazards and using appropriate infection control procedures.
- Preparing and maintaining rooms to ensure they are ready for the Medical Practitioner and patient.
- Ability to deal with people in a caring, courteous and professional manner.

REFERENCES

Richard Jones
Headmaster
Dayjob College
120 Vyse Street
Birmingham
B18 6NF
info@dayjob.com
0044 121 638 0026

Hilary Matthews
Project Coordinator
Dayjob Charity
120 Vyse Street
Birmingham
B18 6NF
info@dayjob.com
0044 121 638 0026

