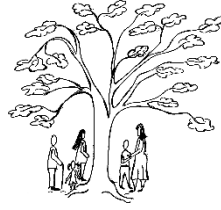


DR HELEN OSBORN
DRCOG DFFP FRCGP

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MD FRCGP

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MBBS MRCGP



COURTYARD SURGERY
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WEST LAVINGTON
DEVIZES
SN10 4JB

Tel: 01380 813300
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www.courtyardsurgery.co.uk

Patient Liaison Team Member / Receptionist

Location: Courtyard Surgery, West Lavington, Devizes

Salary: £12.21 - £12.50 per hour (Approx. £24,000 - £26,000 FTE)

Contract: Permanent | Full-Time or Part-Time options available

Leave: 5.6 weeks including bank holidays (pro rata)

We are seeking an efficient, organised team player —perhaps you're looking for a career change, a meaningful role or an introduction into healthcare management —someone who thrives on problem-solving and wants to apply their great administrative or business skills to the heart of our community's healthcare.

The Challenge

Working in a GP surgery is a complex, fast-paced role that requires much more than traditional reception skills. Supporting over 3,000 patients, you will act as a vital link between the community and our clinical team.

This role is intellectually demanding; you will need to master clinical software (SystemOne), understand NHS triage protocols, and manage high-stakes data with absolute precision. We are looking for a "can-do" attitude and the mental agility to juggle multiple priorities without losing focus.

Key Responsibilities

- **Patient Liaison:** Act as the first point of contact in person and on the phone, managing complex enquiries with empathy, professionalism, and resilience.

- **Care Navigation & Triage:** Learn to listen to patient needs and "signpost" them—accurately directing them to the right clinician or community service the first time.
- **Clinical Administration:** Manage the "engine room" of the surgery, including processing specialist referrals, handling prescription requests, and scanning sensitive medical correspondence.
- **Data Integrity:** Take responsibility for vital data entry, such as accurately logging patient blood pressure results and updating medical records where precision is a matter of patient safety.

About You

- **A Quick Learner:** You must be comfortable absorbing a high volume of new information and mastering the step-by-step processes that keep a healthcare setting safe.
- **Problem Solver:** You enjoy the challenge of "thinking on your feet" to find solutions for patients in a busy, ever-changing environment.
- **Business-Minded Accuracy:** You have a high attention to detail and understand the importance of following strict GDPR and clinical guidelines.
- **IT Literate:** You are proficient in general office systems; experience with clinical software is a plus, but the ability to learn new IT systems quickly is essential.
- **Adaptable:** You can switch seamlessly from a compassionate patient conversation to technical data entry without losing your stride.

Benefits

- Enrollment in the **NHS Pension Scheme**.
- **5.6 weeks annual leave** including bank holidays (pro rata).
- A supportive, professional team environment with **ongoing training and development**.
- The opportunity to perform a role that makes a tangible difference to the West Lavington community.
- Free parking

No prior medical knowledge is required. We are looking for the right mix of intelligence, attitude, and skill, and we will provide full training for the right candidate.

How to apply

Please send your cv and a covering letter to Courtyardsys.wiltshire@nhs.net