**Job Title:** Medical Receptionist
**Location:** Queen Square Medical Practice, Lancaster. City Centre location
**Salary:** £12.33 per hour, dependent on experience
**Contract:** Full-time/Part-time, Permanent
**Hours:** FTE 37 hours per week, occasional cover for holiday/sickness required.

**Join our friendly and supportive Team at Queen Square Medical Practice – Medical receptionists wanted!**

Are you a friendly, professional, and organised individual looking for a progressive opportunity in general practice? Queen Square Medical Practice, a thriving independent GP practice in the heart of Lancaster, is seeking Medical Receptionists to join our busy, welcoming, and supportive team.

We’re recruiting 2 full-time or multiple part-time receptionists to help us continue delivering exceptional care to our patients and to support our dynamic team.

**Why Queen Square Medical Practice?**

At Queen Square Medical Practice, we pride ourselves on creating a warm, collegial environment where staff feel valued and supported. Our team is highly collaborative, with career progression and professional development actively encouraged. You’ll be joining a practice that believes in growing talent from within and rewarding hard work.

As a member of the Queen Square family, you will have access to a range of benefits including regular social events, NHS Pension, and provide fantastic savings through the Blue Light Card. Plus, exciting plans are underway to revamp our reception area, develop a dedicated Front of House team, and improve patient experiences, giving you the chance to be part of a transformative period in our practice’s growth.

**About the Role**

As a Medical Receptionist, you’ll be the first point of contact for our patients—both in person and over the phone. You’ll provide courteous, efficient, and professional support to our patients and practice team, helping to ensure the smooth running of day-to-day operations.

**Your Responsibilities Will Include:**

* Greeting patients and assisting them with appointments and enquiries
* Registering new patients and maintaining accurate records
* Answering phones and directing calls appropriately
* Supporting the team with general reception duties and administration
* Providing a friendly, approachable presence to patients and colleagues

**Who We’re Looking For:**

* Computer literate with excellent verbal and written communication skills
* Ability to work accurately and maintain confidentiality at all times
* Adaptable, calm under pressure, and able to prioritise a busy workload
* Previous reception experience is desirable; knowledge of EMIS Web is a plus
* Access to a car is preferable for occasional shifts at our branch site in Caton (6 miles from Lancaster)

**Working Hours:**
Our practice operates:

* Monday & Tuesday: 7:00am – 6.45pm
* Wednesday: 7:30am – 6.45pm
* Thursday: 7:30am – 8:00pm
* Friday: 7:30am – 6.45pm
* Second Saturday of each month on a rota basis 8am -1pm

**About Queen Square Medical Practice:**
With a patient list of over 16,000, our practice is home to 8 GP partners, 5 associate GPs, and a dedicated team of ANPs, paramedics, pharmacists, nurses, HCAs, and administrative staff. We are passionate about delivering outstanding patient care in a collaborative, positive, and engaging environment.

If you’re looking for a role where your contributions are valued, your professional growth is supported, and your work truly makes a difference, we’d love to hear from you.

**Apply today and be part of our exciting journey at Queen Square Medical Practice!**

**How to Apply**

Please apply via NHS jobs website. If you require any further details, please contact Janet Byrne via email:
📧 **janet.byrne5@nhs.net**
📅 Closing Date: 11.10.25

**Person Specification – GP Receptionist**

**Essential Criteria**

**Qualifications & Education**

* GCSEs (or equivalent) in English and Maths – Grade C/4 or above
* Evidence of ongoing personal development

**Experience**

* Experience in a customer-facing or administrative role
* Experience handling sensitive and confidential information
* Familiarity with using computers, including email, word processing, and data entry

**Skills & Abilities**

* Excellent communication skills (both verbal and written)
* Ability to remain calm and professional under pressure
* Strong organisational skills, with ability to prioritise and multitask
* Attention to detail and accuracy when inputting data
* Ability to work effectively as part of a team and independently
* Good telephone manner

**Knowledge**

* Understanding of confidentiality, data protection, and GDPR
* Awareness of equality, diversity, and inclusion in the workplace

**Personal Attributes**

* Friendly, approachable, and empathetic manner
* Reliable and punctual
* Flexible and adaptable to changing priorities
* Professional and patient-focused attitude

**Desirable Criteria**

**Qualifications**

* NVQ Level 2/3 in Business Administration or Customer Service (or equivalent)

**Experience**

* Previous experience in a GP practice, healthcare setting, or similar environment
* Experience using GP practice software (e.g., EMIS, SystmOne)

**Knowledge**

* Basic understanding of NHS systems, services, and referral processes