The receptionist role in CQC compliance
Glenys Bridges highlights the need for team work

Irrespective of where your practice is located, the new culture of healthcare is one of the whole team working to meet required care standards. Inspectors will visit practices to ensure that each member of the team, irrespective of whether or not they are a GDC registrant have the training and resources required to provide safe, high quality dental care and services.

When it comes to defining the receptionists’ role to ensure compliance with healthcare regulations, there are several essential requirements. For each of these the Provider and Registered Manager must develop policies and procedures. To name but a few, these include procedures for: blending NIS and private services, communicating about and collecting patient’s fees, data security, equality and diversity, patient safety, consent, confidentiality, child protection, risk assessment, the Mental Capacity Act, Information Governance requirements and many more. Irrespective of whether it is delivered in-house or by external trainers, training and preparation for each of these complex aspects needs to be delivered to ensure practice policy and procedures shape the services delivered to patients, rather than simply filing-up a folder on a shelf in an office.

High quality and customer care sits at the core of care quality standards. Service with a smile is a significant first step toward creating a welcoming environment. However, a smile alone is not enough to create a perception of competence. Intelligent reception services are developed

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