



Higher National Unit specification

General information

Unit title: Medical Reception Skills (SCQF level 7)

Unit code: H66K 34

Superclass: PA

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Unit purpose

The purpose of this Unit is to enable those working in an administrative role in a medical environment to understand the impact of the contractual and statutory requirements of the General Medical Services (GMS) contract on their role and level of responsibility. It will allow learners opportunities to develop their knowledge and skills to ensure repeat prescribing systems and procedures for test results handling are safely managed.

Outcomes

On successful completion of the Unit the learner will be able to:

- 1 Explain the role and responsibilities of the administrator in a medical environment.
- 2 Explain the procedures for managing patient's repeat prescriptions and test results.
- 3 Explain the importance of efficient record keeping in a medical environment.

Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7)

Recommended entry to the Unit

Entry is at the discretion of the centre; however learners should have good *Communication* skills. It would be beneficial if learners had experience of working in a GP or other medical environment.

Higher National Unit Specification: General information (cont)

Unit title: Medical Reception Skills (SCQF level 7)

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes for this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

Context for delivery

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

This Unit forms part of the PDA in *Dental and Medical Reception Skills* at SCQF level 6.

Equality and inclusion

This Unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Higher National Unit specification: Statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Learners should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Explain the role and responsibilities of the administrator in a medical environment.

Knowledge and/or Skills

- ◆ The contractual and statutory requirements of the GP contract and how these impact on the medical administrator role.
- ◆ The appointments system and how to manage emergency treatment.
- ◆ The key information which must be included in a practice leaflet.
- ◆ The policies and procedures within the practice which relate to these requirements and which promote safe working practices.

Outcome 2

Explain the procedures for managing patient's repeat prescriptions and test results.

Knowledge and/or Skills

- ◆ Repeat prescribing procedures in the GP medical environment
- ◆ The procedures for the safe administration of repeat prescribing relevant to the administrators' role
- ◆ Test result handling procedures in the GP medical environment
- ◆ The procedures for the safe handling of test results relevant to the administrators' role

Outcome 3

Explain the importance of efficient record keeping in a medical environment.

Knowledge and/or Skills

- ◆ Summarisation of medical records
- ◆ The role of 'read codes' in the Quality and Outcomes Framework (QOF)
- ◆ Importance of efficient record keeping
- ◆ Importance of confidentiality

Higher National Unit specification: Statement of standards (cont)

Unit title: Medical Reception Skills (SCQF level 7)

Evidence Requirements for this Unit

Learners will need to provide evidence to demonstrate their Knowledge and/or Skills across all Outcomes by showing that they can:

Outcome 1

- ◆ Outline the contractual and statutory requirements of the GMS requirements.
- ◆ Explain the impact on the role and responsibilities of the medical administrator of a minimum of 3 contractual and statutory requirements of the GP contract.
- ◆ Explain how the practices appointments system works and how emergency treatment is managed.
- ◆ Outline the required content of the Practice Leaflet.
- ◆ Describe the policies and procedures within the practice which promote safe working practices.

Outcome 2

- ◆ Describe the ways in which patients can order repeat medication.
- ◆ Review the practices prescription ordering procedure to ensure that the demands and needs of patients are met.
- ◆ Explain why it is important that patients understand the process to follow to request medication.
- ◆ Describe processes for the safe handling of patient test results.

Outcome 3

- ◆ Explain why patient confidentiality is paramount in relation to patient records.
- ◆ Explain what information is held in a patients summarised medical record.
- ◆ Outline the 'read code' process in relation to the Quality and Outcomes Framework and how this benefits record keeping?



Higher National Unit Support Notes

Unit title: Medical Reception Skills (SCQF level 7)

Unit Support Notes are offered as guidance and are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

The Unit is intended for learners who wish to develop knowledge and understanding of the Contractual and Statutory regulations of the GMS GP Contract (2004). Attention is also given to the safe management of repeat prescriptions, patient test results and summarisation of patient records.

Outcome 1

This Outcome relates to the contractual and statutory regulations to the learner's workplace and his/her role. The regulations provide the minimum standards of care expected of a GP practice. Having outlined the regulations particular emphasis will be placed on the need for a practice information leaflet, GP and Nurse registration, and requirements for monitoring vaccines stored in fridges.

The learner should be aware of:

- ◆ The Contractual and Statutory requirements of the GMS Contract (2004)
- ◆ The Data Protection Act (1998)
- ◆ Local Child Protection Guidance
- ◆ Protection of Vulnerable Groups (Scotland) 2007 Act
- ◆ Requirements of the GMC and Nursing Council

Outcome 2

This Outcome enables learners to understand safe procedures for the administration of systems for both repeat prescribing and test result handling. The learner will be aware of both the procedures within their own practices and those procedures that adhere to best practice to ensure that safe processes are implemented.

Outcome 3

This Outcomes enables learners to understand the role of record summarisation and confidentiality. Learners will understand the role of 'read coding' of medical conditions and the role of read coding in relation to the Quality and Outcomes framework.

Higher National Unit Support Notes (cont)

Unit title: Medical Reception Skills (SCQF level 7)

The learner should be aware of:

- ◆ Read codes which relate to chronic diseases
- ◆ A glossary of medical terminology
- ◆ The Quality and Outcomes Framework

Guidance on approaches to delivery of this Unit

A wide range of techniques can be employed in the delivery of this Unit and where appropriate this could include power point slides, activities and peer discussion.

Learners should be encouraged to source information relating to current standards and organisational policies from their medical practices.

Examples provided for learners could be in the form of either fictional or where appropriate real scenarios/case studies.

Guidance on approaches to assessment of this Unit

For assessment a portfolio of evidence could be produced individually assessing each Outcome.

Outcome 1 could include designing a practice leaflet, short questions, case studies, and a table identifying all of the key policies in the practice relating to the regulations.

Outcome 2 could include conducting a review of prescription ordering to ensure that practice capacity and process meets patient demand. Likewise, test results handling can be mapped across the processes so that the learner can demonstrate that test results leaving the practice have been matched with those results arriving back in.

Outcome 3 could include the matching of read codes against key chronic disease classifications in a table.

Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessments we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Higher National Unit Support Notes (cont)

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Opportunities for developing Core and other essential skills

This Unit provides an excellent opportunity for learners to explore issues and ideas in a safe learning environment. There will be opportunity for learners to explore, in a confidential way, issues that they may not have been aware of before such as medical ethics and professional conduct together with their own attitudes and behaviour exhibited towards patients, peers and colleagues.

History of changes to Unit

Version	Description of change	Date

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General information for learners

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This section will help you decide whether this is the Unit for you by explaining what the Unit is about, what you should know or be able to do before you start, what you will need to do during the Unit and opportunities for further learning and employment.

This Unit is for you if you work as a receptionist or administrator in a primary care medical environment and wish to improve your practice through the implementation of safe processes and procedures.

You will learn what makes a safe medical environment and how your role can reinforce and enhance this and how the safe management of repeat prescriptions, test results and clinical record keeping can enhance patient safety.

You will be assessed through a range of methods which may include your designing a practice leaflet, conducting a review of practice procedures, answering questions and producing tables to explain practice processes.

You will be introduced to a range of skills, including how to conduct review and audit, how to write a protocol, how to write a patient information leaflet. You will also have the opportunity for professional discussion and debate with your peers allowing you to develop an understanding of medical ethics and professional accountability.

You will develop aspects of the Core skills in *Communication*, *Working with Others* and *Problem Solving* although there is no automatic certification of the Core Skill Units.