

Staff organisation and roles checklist

Specific members of staff should be nominated to do and/or supervise all major tasks, including:

- reception and front office tasks such as greeting patients, making appointments, basic record keeping, receipting fees, mail, banking, petty cash
- management-oriented tasks, such as recruiting and training staff, managing performance, writing policy, payroll, accounts, workplace health and safety, cleaning, office processes and systems
- marketing, patient satisfaction measurement
- financial management
- specialist duties (e.g. those of a registered nurse or clinical assistant)