

Jade Parkinson

Receptionist

Sheffield, United Kingdom

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Friendly and organised receptionist with over a year of experience in healthcare settings. Currently the first point of contact for patients at a busy dental practice seeing 60+ patients a day. I'm good at staying calm when the waiting room is full and the phone won't stop ringing — and I genuinely enjoy the people side of the job.

Experience

Receptionist, Ecclesall Dental, Sheffield

Jan 2024 – Present

Front desk receptionist at a 4-dentist NHS and private practice in south Sheffield.

- Greet and check in **60+ patients daily** across NHS, private, and Denplan appointments
- Manage the appointment book for **4 dentists and 2 hygienists** using SOE Exact software
- Handle **80+ phone calls per day** — bookings, cancellations, emergency triage, and general enquiries
- Process patient payments and reconcile the **daily cash and card takings** averaging £3,200/day

Receptionist (Part-time), Bannerdale Medical Centre, Sheffield

Mar 2023 – Dec 2023

Part-time reception role at an NHS GP surgery serving 8,400 registered patients.

- Managed incoming calls on a **6-line switchboard** — averaged 100+ calls during morning rush
- Processed **repeat prescription requests** and directed clinical queries to the duty GP
- Used **EMIS Web** to update patient records and manage appointment bookings

Education

BTEC Level 3 Extended Diploma in Health and Social Care, Sheffield College, Sheffield

Sep 2020 – Jun 2022

Distinction. Completed units in communication in health settings, safeguarding, and anatomy and physiology.

Skills

Patient Reception & Check-in • Appointment Scheduling (SOE Exact, EMIS Web) • Telephone Handling (Multi-line) • Microsoft Office (Word, Excel, Outlook) • Cash Handling & Payment Processing • NHS Dental Claim Submissions • Customer Service • Data Entry & Record Keeping • Filing & Document Management • Typing (65 wpm)

Certifications

Level 2 Certificate in Customer Service, City & Guilds

Jun 2023 – Sep 2023

Languages

English (native)

Projects

Appointment Reminder System – Ecclesall Dental

Jun 2024 – Sep 2024

Set up an automated SMS reminder system to reduce missed appointments.

- Configured **48-hour and 2-hour SMS reminders** for all appointment types
- DNA (did not attend) rate dropped from **9% to 4%** within 3 months
- Practice recovered an estimated **£800/month** in previously lost appointment revenue

Patient Feedback Survey – Bannerdale Medical Centre

Sep 2023 – Nov 2023

Helped design and run the annual patient satisfaction survey for the practice's CQC evidence file.

- Collected **340 responses** over 8 weeks via paper and online forms
- Compiled results into a report — overall satisfaction was **87%**

References

Dr. Amir Hassan

Principal Dentist, Ecclesall Dental, amir.hassan@ecclesalldental.co.uk, +44 7700 900 091

Karen Thorpe

Practice Manager, Bannerdale Medical Centre, karen.thorpe@nhs.net, +44 7700 900 176

Extra Curricular Activity

Volunteer – St Luke's Hospice Charity Shop

Jan 2022

Work the till and sort donations every Saturday morning at the Abbeydale Road shop. Regularly handle £400+ in daily takings.