



Bow Medical Practice, Iter Cross, Junction Road, Bow  
EX17 6FB

Branch site: Devonshire House, Essington Rd, North Tawton EX20 2EX

## **Join Our Friendly GP Practice as a Patient Services Assistant!**

Do you enjoy helping people? Can you keep calm under pressure while juggling a busy phone line, a smile, and a full inbox? If so — we'd love to meet you!

We're on the lookout for a Patient Services Assistant to join our supportive and welcoming team. This is a varied and people-focused role at the heart of a much-loved local GP practice — no two days are ever the same.

### **About the Role**

You'll be one of the first friendly faces (or voices!) our patients encounter. Your day-to-day tasks will include:

- Booking appointments and answering telephone calls
- Helping patients with general queries — in person and over the phone
- Supporting the wider practice team in delivering excellent patient care
- Communicating with hospitals, other healthcare providers, and agencies to keep care running smoothly

This is a fast-paced environment, so if you thrive under pressure, love solving problems, and care deeply about people — you'll fit right in.

**Hours:** 15 - 35 hours per week, Monday–Friday, between 8am–6.30pm

### **What We're Looking For:**

- A naturally caring and compassionate approach
- A solid sense of confidentiality and professionalism
- Excellent communication and organisational skills
- Confidence, resilience, and the ability to multitask with a smile

Previous experience in a healthcare or customer-facing environment is a bonus, but not essential — we'll give full training to the right person.

## **About Us:**

We're a warm, tight-knit team of 30 working across two lovely sites just four miles apart.

- Our main practice is in the picturesque village of Bow, with a modern, light-filled building and stunning rural views.
- Our branch surgery is in North Tawton, a charming small town where we've recently refurbished the premises.
- Website: [www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk)

We believe in supporting each other and creating a workplace where people feel valued.

Both sites offer:

- A cosy staff rest area
- A free selection of teas and coffees
- Local shop and café nearby for lunchtime pick-me-ups

Perks & Benefits:

- 5 weeks annual leave, plus all bank holidays
- Option to join the NHS Pension Scheme
- A positive, patient-focused team who really care

## **How to Apply:**

Applications via Indeed are welcome, with a covering letter and CV, alternatively, please visit our website [www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk) to download and complete our application form.

We look forward to hearing from you!

**Make a real difference in your community — one patient at a time.**