**Flitwick Surgery - Job Description – Patient Services Administrator (Nov 2023)**

**Job Summary**

The purpose of the role is to:

* Offer support to the Practice team and provide an efficient, positive and friendly service to patients, NHS and external services and other visitors, either in person, via the telephone or in writing.
* Assist and direct patients so they access the appropriate service or healthcare in an effective and courteous way. You will need to be able to explain sensitive and complicated information in a clear manner.
* Undertake a variety of administrative and secretarial duties to a high standard to ensure that the Practice runs smoothly.
* Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

**Duties and Responsibilities:**

The duties and responsibilities to be undertaken by members of the Practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Reception Supervisor, Operations Manager and Practice Manager, dependent on current and evolving Practice workload and staffing levels:

* Opening up/locking-up of Practice premises and maintaining security and the integrity of the building in accordance with Practice protocols
* Maintaining and monitoring the Practice appointments system which can include the use of text messaging and patient online triage to book and invite patients to appointments;
* Processing requests to the practice whether they be for appointments, visits, from other health care providers or services. Ensuring these enquiries and requests are directed to the appropriate healthcare professional or team member.
* Processing and distributing incoming (and outgoing) mail including clinical correspondence according to the practice protocol and workflow.
* Taking messages and passing on information
* Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers. This may also include for example calling in patients for reviews or appointments using the practice recall system for long term condition management, health checks and vaccinations.
* Providing clerical and secretarial assistance including word/data processing, filing, photocopying and scanning. This may include organising referral paperwork, sending out patient review invitations, making up sample packs for patients to collect or non nhs work such as medical report requests.
* Undertaking regular administrative tasks carried out by the patient services team in a timely and efficient manner, such as registration of patients and deductions and associated patient record management. Making sure that the patient records are kept up to date.
* You will need to have an awareness of the national and local targets and quality standards that the practice is expected to work towards and to which your work contributes, such as QoF or local enhanced services.
* Keeping the waiting area, notice-boards tidy and up to date.

**Other Tasks**

* Any other tasks as allocated by the Practice Management Staff and GP Partners.

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice Information Governance policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to Practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients needs
* Effectively manage own time, workload and resources

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognize people’s needs for alternative methods of communication and respond accordingly

**Contribution to the Implementation of Services:**

The post-holder will:

* Apply Practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work

**Person Specification**

Applicants need to be smartly presented, professional, friendly, reliable and punctual. You will need to work well under pressure, be able to multitask, pay attention to detail and have excellent customer care skills.

**Qualifications:**

**Educated to a minimum of:**

* Educated to GCSE or A level or equivalent or with a health care qualification (Health and Social Care)
* GCSE Mathematics & English (C or above) - Essential

**Experience:**

* Experience of working in a GP practice or a health care setting is ideal but alternatively an experience of working with the general public in a customer care setting would be considered relevant
* Experience of administrative duties

**Skills**

* Excellent communication skills (written and oral)
* Strong IT skills – knowledge of clinical record systems – SystmOne (training will be given if needed) and Office 365/Outlook/AccuRx. Enjoy making IT systems work for you.
* Clear, polite telephone manner
* Effective time management (Planning & Organising)
* Ability to work as a team member and autonomously
* Good interpersonal skills
* Problem solving & analytical skills
* Ability to follow policy and procedure

**Knowledge**

* Can show an understanding of a General Practice environment
* Understanding of Safeguarding procedures (training will be provided)
* Understanding of Data Protection and Confidentiality (training will be provided)

**Personal Qualities**

* Polite and confident
* Flexible and cooperative
* Motivated
* Forward thinker
* High levels of integrity and loyalty
* Sensitive and empathetic in distressing situations
* Ability to work under pressure