

JOB DESCRIPTION

JOB TITLE:	Patient Services Administrator
ACCOUNTABLE TO:	Patient Services Manager
SUPERVISED BY:	Patient Services Deputy Manager
HOURS OF WORK:	26 Hrs The Practice operates from 7am until 6.30 pm. Flexibility for holiday cover/sickness is essential
PROBATION PERIOD:	12 months

The Practice Philosophy is:

- Comprehensive patient-centred care.
- Welcoming environment for patients
- Well-motivated, caring, and efficient team

AIMS OF THE POST:

To provide a responsive and friendly service to patients, whilst maintaining a professional manner at all times. To provide a comprehensive service to our patients, on the telephone, in person and by electronic communication. To ensure strict confidentiality at all times.

To work closely with the Patient Services Manager and deputy, to assist them in providing highest possible quality of care and most efficient service to patients, and staff.

You will be expected to work within the team, to ensure the efficient day to day running of the reception, admin offices, and waiting area.

Good communications are extremely important within the Practice, with patients and with outside agencies. The ability to remain calm under pressure in a busy environment, whilst maintaining a professional, empathetic, respectful manner, is essential.

You are expected to help ensure that everyone who comes into contact with the practice holds it in high regard. Absolute discretion is required in protecting confidentiality.

You should be able to be able to take direction, adapt to change and have flexibly to cover Practice hours and/or to plan or cover holiday gaps and absences by other members of the team. The role of Patient Services Administrator is likely to evolve and to change from time to time to reflect changes in the Practice or developments in the wider NHS.

Major duties and responsibilities of the post:

These are the measurements for competences which you should be aiming to achieve, and which will be reviewed through probation and for appraisals.

Patients

1. Deal with patients in a courteous, empathetic, and efficient manner
2. Get to know regular patients and build up a professional rapport and understanding of needs
3. Ensure confidentiality of information (written/electronic/oral) is always preserved, inside and outside of workplace
4. Follow practice procedures to ensure Caldecott and security requirements are always met.
5. Ensure compliance of the Data Protection Act 1998
6. Follow procedures to comply with Health and Safety standards, including COSHH where appropriate to ensure the safety of staff, patients, visitors and premises.

Data

7. To ensure that the required patient information is recorded on computer (and where necessary in the notes), accurately and promptly. This process is controlled by the EMIS Web computer system.
8. To demonstrate ability to use EMIS web, Microsoft Outlook, DOCMAN, Microsoft Word and Excel and other programmes and software as required.

Communication

9. To be a good communicator
10. Liaise with clinicians, and professionals inside and out of the Practice community in a professional manner and follow through on actions and requests
11. To develop and maintain effective communications with all colleagues
12. Supports others in the reception team and in the larger Practice team

Quality

13. To identify any issue or changes needed to working practice and report to line manager.
14. To take part in practice meetings and ongoing professional development as necessary.
15. To abide by the Practice protocols and guidelines for the Practice
16. Demonstrate commitment to continued professional development
17. Demonstrate computer literacy
18. Participate in the induction and training of all members of practice staff.

Record keeping

windrush

MEDICAL PRACTICE

19. To keep adequate and appropriate records to ensure an effective audit trail.
20. Add annual leave to Clarity/Calendar - to escalate any queries to the Patient Services Manager or Deputy.
21. Cancel / Re-arrange clinics when necessary.
22. Prepare Daily Planner for PST.
23. Confirm Am/Pm/Front Desk check lists have been completed.

Other

The list of duties is not exhaustive, and the post-holder may be required to carry out other duties as necessary.

The role of the Patient Services Administrator is likely to change from time to time to reflect changes in the needs of the Practice, or developments in the Care Quality Commission and wider NHS.

Person specification

	Must have	Desirable
Enjoy working with the public	√	
Friendly and approachable, with good telephone skills	√	
If appropriate, willing to undertake distance learning	√	
Team Person	√	
Able to multitask	√	
Able to work desired times and flexible enough to work extra occasionally	√	
Reasonable IT skills	√	
Previous experience in a similar role	√	
Ability to take direction	√	
Ability to take responsibility	√	

Signed on behalf of the practice:

Date:

(Print Name:

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Signed by employee:

Date:

(Print Name:

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