

JOB DESCRIPTION

TITLE OF POST:	Patient Services Co-ordinator
GRADE:	AFC Band 2
RESPONSIBLE TO:	Team Leader
ACCOUNTABLE TO:	Practice Manager
LOCATION:	All Sites - Stonebroom, Tibshelf, Holmewood and Pilsley
HOURS:	Part-time (weekly shift pattern) within the opening hours: 7.30am – 6.45pm Monday, Tuesday, Wednesday, Friday 7.30am – 8pm Thursday 7am – 10.30am on Saturday

1. Job Purpose

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

2. Primary Duties and Areas of Responsibility

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice.
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Deal with all general enquiries, explain procedures and make new and follow-up urgent and routine appointments with all members of the Primary Healthcare Team.
- Communicate clearly and effectively with other team members, patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, and ensure procedures are completed.
- Register new patients to the practice onto the cilia system promptly and accurately having knowledge of the practice area.
- Process patients' changes of address.
- Book transport and ambulances for patients as appropriate.
- Act as chaperone for patients as necessary
- Enter requests for home visits onto the clinical system, ensuring to carefully record all relevant details and referring to the on-call doctor where necessary.
- Open and organise the distribution of the post
- Action repeat prescription requests and ensure that they are ready for collection by the patient within 48 hours.

- Liaise with the pharmacists in the issuing of prescriptions
- Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.
- Enter patient information on to the computer as required.
- Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to.
- Ensure correspondence, reports, results etc. are filed promptly and in the correct records, ensuring that all recent correspondence is available when patients are seen.
- Ensure records are kept in good repair, with all necessary information on the outside cover clearly visible.
- Work flexibly with colleagues to cover the opening hours of the surgery, including opening and closing the surgery by arrangement.
- Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
- Organise and set up clinical rooms ready for consulting.
- When last to leave at the end of the day, clear rooms after surgeries, ensure that the building is totally secured, internal lights are off and the alarm activated.
- Make and serve refreshments, ensure the kitchen is kept clean and tidy and air and tidy the waiting room in turn with other staff.
- Be able to cover all reception positions as necessary, ensuring reception is covered in times of sickness and annual leave.
- Train and support new staff to ensure that the required level of proficiency is attained.
- Undertake any other additional duties appropriate to the post as requested by the partners or the practice manager.

3. Further General Areas of Responsibility

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 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, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 recognises 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 that 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, with 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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers

- Recognise 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
- Participate in audit where appropriate

4. Job Description Acceptance Slip

This is to confirm that I acknowledge content of the job description for the post of Patient Services Co-ordinator.

Jobholder's Name:

Jobholders Signature:

Date:

Line Manager's Name:

Line Managers Signature:

Date:

Planned review date for Job Description:

PERSON SPECIFICATION

Patient Services Co-ordinator

ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications:		
<ul style="list-style-type: none"> English and maths GCSE at level C or above or the equivalent 	<ul style="list-style-type: none"> NVQ in business or administration or equivalent IT certificates in Microsoft office packages Medical terminology training certificate Evidence of other further training and personal development undertaken. 	Original certificates, Application & Interview
Experience:		
<ul style="list-style-type: none"> Working with customers / public / reception experience Office and administration work Working in a team Working with Windows and Microsoft Office 	<ul style="list-style-type: none"> Work in a Primary Care organisation Working with confidential information Familiar with all functions of the clinical system and their application 	Application & Interview
Knowledge :		
<ul style="list-style-type: none"> Understanding of Primary Care 	<ul style="list-style-type: none"> Understanding of medical terminology Understanding of equal opportunity and diversity issues Awareness of data security requirements 	Application & Interview
Skills:		
<ul style="list-style-type: none"> Excellent organisational ability Well-developed IT skills Proficient keyboard skill Excellent attention to detail and accuracy in recording information Excellent interpersonal, verbal and written communication skills Library & indexing skills/knows ABC Ability to work without supervision Professional and confident attitude Literacy skills (spelling, comprehension etc.) Numeracy Able to establish and maintain effective communication pathways within the organisation and with external stakeholders Self-motivation Mobile and able to travel between sites 	<ul style="list-style-type: none"> Clinical software skills Advanced IT skills Trained typist 	Application & Interview