



### **JOB DESCRIPTION: HARTLAND SURGERY**

<b>JOB TITLE:</b>	<b>PART TIME PATIENT CO-ORDINATOR</b>
<b>RESPONSIBLE TO:</b>	Reception Manager
<b>JOB PURPOSE:</b>	To provide a high quality, professional reception and administrative service to patients, doctors, staff, colleagues, health service professionals and others. To act as the first point of contact for patients contacting the Practice and to portray the Practice in the highest possible professional basis. To ensure that enquiries from patients are efficiently and courteously handled to the mutual satisfaction of the Partners and patients
<b>HOURS:</b>	18-27.5 hours per week
<b>ANNUAL SALARY:</b>	Depending on experience

<b>CORE DUTIES AND RESPONSIBILITIES</b>	
1.	Greet patients and visitors to the Practice.
2.	Book in, amend and cancel patient appointments in line with Practice appointment procedures ensuring optimum efficiency of the appointment system.
3.	Ensure patients without appointments but who need 'urgent consultations' are booked into appropriate slots where necessary.
4.	Receive and accurately record requests for home visits, assessing urgency in accordance with the Practice's protocols.
5.	Ensure computerised appointment system is up-to-date.
6.	Respond and/or redirect all patient and visitor requests accordingly.
7.	Set-up of new patients onto the computer system.
8.	Produce repeat prescriptions according to Practice procedures and ensure timely distribution of completed prescriptions.
9.	Ensure correspondence, reports, results etc. are filed electronically in correct patient record.
10.	Ensure reception and waiting areas are kept neat and tidy
11.	Re-stocking and updating of patient and Practice information leaflets as appropriate
12.	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
13.	Undertake administration tasks as allocated and directed by Reception Manager
14.	Action start and end of day procedures.
15.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes).
16.	Check own and Practice emails on a daily basis.
17.	Undertaking administrative aspects of QoF, Disease Register maintenance and development and other Enhanced Service Quality processes as directed by the Reception Manager or

Practice Manager
------------------

<b>ASSIGNMENT OF WORK</b>	
---------------------------	--

	<p>The post-holder's work assignment is determined by the requirements of the Practice Manager, GP Partners, the Reception Manager and the patients.</p> <p>The Reception Manager provides immediate line-management for the post-holder. The post holder will take instruction on a day to day basis from the Reception Manager. However, the post-holder is expected to be self-directed and self-motivated using their own initiative.</p> <p>The post-holder must be proactive in forward planning, identifying and implementing improvements within and beyond their key areas of responsibility, anticipating and communicating future internal and external requirements.</p>
--	--

<b>DECISIONS &amp; JUDGEMENTS</b>	
-----------------------------------	--

	<p>The post-holder is required to use her/his own initiative when dealing with problems and to make any reasonable and necessary decisions on events as they occur, including:</p> <ul style="list-style-type: none"> <li>• Establishing and maintaining effective lines of communication with colleagues to aid the smooth running of the Practice.</li> <li>• Responding to requests or queries for support as they arise in an appropriate and timely manner.</li> <li>• Prioritising workload and requests for support.</li> <li>• Making the most effective use of resources available.</li> <li>• Using judgement and experience in helping to determine the relevant urgency of requests for information received from patients and other external organisations.</li> </ul>
--	---

<b>COMMUNICATION AND RELATIONSHIPS</b>	
--	--

<b>1.</b>	Internally with the GPs, Reception Manager, Practice Manager and colleagues to help ensure that practice aims and objectives are met.
<b>2.</b>	Internally and externally with colleagues, healthcare professionals and others within the Primary and Secondary Care sectors with regard to the needs of the Practice and the needs of patients registered at the Practice.
<b>3.</b>	Externally with patients registered at the Practice.

<b>KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</b>	
--	--

<b>1.</b>	The post-holder must be understanding and approachable to patients and able to respond to patient requests
<b>2.</b>	The post-holder is required to have good computer skills.
<b>3.</b>	The post-holder must be able to communicate effectively and collaboratively across varied staff disciplines.
<b>4.</b>	The post-holder must clearly understand the importance of maintaining patient and data confidentiality.

<b>ESSENTIAL SKILLS, ATTRIBUTES AND CAPABILITIES</b>	
--	--

	<ul style="list-style-type: none"> <li>• Excellent communication skills - both spoken and written</li> <li>• Empathic and of a caring nature</li> <li>• Professional and patient, with initiative and resourcefulness</li> <li>• IT skills and acumen</li> </ul>
--	--

	<ul style="list-style-type: none"><li>• Reliable and accurate in all aspects of work</li><li>• Able to work within processes and procedures</li><li>• Proven data confidentiality and data security experience</li><li>• A common sense approach when dealing with all situations</li><li>• Adaptable and comfortable dealing with changing priorities</li><li>• Flexible to work different shifts as required by business needs</li><li>• Well-motivated with a fine sense of appropriate humour</li><li>• A good team player</li></ul>
--	--

**The post holder may also be required to carry out other duties commensurate with their role.**