JOB DESCRIPTION

JOB TITLE: PATIENT SERVICES ADVISOR

REPORTS TO: PRACTICE MANAGER & PATIENT SERVICES LEAD

HOURS: xx hours per week

LOCATIONS: Wallingbrook Health Centre, Back Lane, Chulmleigh. EX18 7DL

Winkleigh Surgery, Winkleigh. EX19 8JH

JOB SUMMARY

The purpose of the role is to:

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Offer 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.
- Undertake a variety of administrative duties to assist in the smooth running of the practice, including the provision of administrative support to clinical staff and other members of the practice team.
- Facilitate effective communication between patients, members of the primary healthcare team, secondary care and other associated healthcare professionals.

Duties and responsibilities:

The duties and responsibilities to be undertaken by members of the practice services 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 Practice Operations Manager, dependent on current and evolving practice workload and staffing levels:

- Ensuring an effective and efficient reception service is provided to patients and any other visitors to all of the Wallingbrook Health Group locations.
- Acknowledge all visitors on arrival.
- Receive and make telephone calls as required. Phone calls must be answered promptly, ensuring accurate messages are taken, in a calm and helpful manner.
- Processing requests for appointments, visits and telephone consultations, ensuring callers are directed to the appropriate healthcare professionals.
- Using your own judgement and communication skills ensure patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
- Patient communication must be recorded using the task system on practice SystmOne.
- Assess patient issues, deciding when to escalate to the next level of management and determining the best path forward.
- Be aware of the clinicians currently working in the building, observe clinics running late and advise patients who are waiting and apologise.
- Opening incoming post and scanning onto clinical system.
- Communicating test results to patients.
- Explain practice procedures to new and temporary patients, ensuring all necessary forms are completed and uploaded to SystmOne promptly.
- Summarising patient notes.
- Facilitate 8 week baby checks and childhood immunisation schedule, advising parent/carers when patient is due and arranging appointments.
- Open Exeter Cervical Smear Administration in accordance with practice protocols.
- Filing and retrieving paper notes.
- Patient deduction process in accordance with practice protocols.
- Monitor and action individual/team tasks, ensuring the tasks are dealt with in a timely manner.
- Processing repeat prescriptions in accordance with practice guidelines.
- Computer data entry: processing and recording information in accordance with practice procedures.
- Ensure that you provide an efficient and detailed handover to the member of staff taking over from your shift.
- Providing clerical assistance to practice staff as required from time to time, including photocopying and scanning.
- Ordering, re-ordering and monitoring of stationery and other supplies.
- Keeping the reception area, notice-boards up to date and leaflet dispensers tidy and free from obstructions and clutter.
- Clearing and re-stocking of consulting rooms as required.
- To take appropriate action when fire alarms or panic alarms are activated.
- Actively participate in regular telephone call review monitoring with line manager. Reviewing employee telephone calls is a valuable tool for quality monitoring and compliance. The review provides the opportunity to raise awareness of the employee performance, identify areas which may need to be developed further and enhance the quality of the patient service experience.
- When leaving at the end of day, ensure the building is secure and door is closed fully.

**Physical, emotional and mental effort:**

- The role is predominantly office based, using VDU & telephone equipment as a major part of the daily role.
- Frequent periods of concentration are required
- The pattern of the work will be unpredictable
- The post holder will be expected to change between tasks and expect interruptions in their daily work
- Post holders are expected to work at all locations to maintain the correct level of cover
- The role will expose the post holder to occasional distressing or emotional circumstances.

**Safeguarding Children and vulnerable adults:**
• Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability:

• It is the responsibility of all staff to minimise the Group’s environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

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, and the practice infection control policy and published procedures. This will include:

• Using personal security systems within the workplace according to group 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, free from hazards
• Actively reporting 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
• 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 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
• Attend monthly team meetings

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