



Job Description

Data and Outreach Coordinator

Post title: Data and Outreach Coordinator

Responsible to: PCN Transformation Manager

Base: Canvey Island Primary Care Network

Job summary

The post holder is a member of Canvey Island Primary Care Network (PCN) providing clinical audit support to the network member practices. The post holder will provide support in monitoring the progress of audits undertaken in the PCN; provide data to the wider population health clinicians for actioning.

The successful applicant will be required to have strong IT skills and attention to detail for the data collection. The data provided to the PCN team will be used to contribute to written reports by the PCN.

The post holder will also as be required, provide data collection to help the wider PCN team achieve other key quality improvement, patient safety initiatives and work programmes.

Providing administrative support to the Multidisciplinary Team sessions with the PCN Clinicians including:

- Scheduling sessions, updating patient records, and ensuring that the actions are completed by the relevant clinician.
- Proactively case finding patients for discussion at the session using the GP Clinical System (SystemOne) as well as running reports.

Main Duties and Responsibilities

Data Collection

- Set up and run SystemOne searches, under the instruction of the PCN needs and to monitor progress against indicators.
- Collect audit data by interviewing patients and/or staff as required as part of the community outreach programmes.
- Set up databases and spreadsheets for the collection of audit data and enter audit data as required.
- Check the accuracy, completeness and timeliness of data entered in a database or spreadsheet for a clinical audit and advise relevant people of missing or inaccurate data or an impending deadline for submission of complete and accurate data.
- Analyse or assist clinical staff in analysing audit data appropriately so that the level of compliance with best practice can be determined and the results used to prompt changes in practice as necessary.
- Maintain documentation related to clinical audit consistent with approved policies, the Data Protection Act, General Protection Data Regulations (GDPR) and Human Rights Act and ensure that the information is available for reporting purposes.
- Record progress of clinical audit activity on the PCN database systems ensuring that there is a detailed, timely and accurate record of all allocated projects. This will include evidence of improvements achieved through clinical audit.
- Help prepare relevant informative reports on clinical audit progress for submission to relevant meetings, committees, or staff in the network.

Other Duties

- Liaising with local community providers to schedule and coordinate the health outreach sessions for the clinical team. Including forward planning dates for sessions across the network, booking meeting rooms and scheduling clinicians.
- Providing rota administration for the clinical team on the PCN Clinical SystemOne. Including, generating new rota templates, making necessary adjustments and cancelling as appropriate.

- To act as a point of contact for the Community Aligned Primary Care Team dealing with complex telephone calls and enquiries promptly and efficiently, referring on as necessary to the relevant individual.
- Supporting each network with administrative duties including, minutes, agenda and circulating meeting papers.
- Checking stock of Personal Protective Equipment (PPE) and ordering as required.
- Create and maintain accurate database for equipment purchased for staff recruited to the PCN; ensuring a robust process is in place to identify when servicing is required and arranging servicing/pat testing of the equipment.
- Supporting developments of the educational sessions for the network staff including:
 - Sourcing venues, arranging content with clinicians.
 - Issuing certificate of attendance.
 - Administration support on the day to facilitate presenters/arranging the necessary catering and pharmaceutical sponsorship for the sessions.

Communication

- Communicate effectively with other team members.
- Communicate effectively with patients and carers, recognising their needs for alternative methods of communication.
- Enthusiastic about health promotion and lifestyle change.

Personal and people development

- Take responsibility for own developmental learning and performance, including participating in supervision.
- Take responsibility for maintaining a record of own personal development.
- Work with management on any new training requirements.
- To recognise and understand the roles and responsibilities of individuals working in the primary health care team.

Health, safety and security

- Use the personal security systems within the workplace according to practice guidelines.
- Identify the risks involved in work activities and undertake them in a way that manages the risks.
- Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility.
- Use the computer monitor safely.

Service improvement

- Work with colleagues in the team on the development of current and new services and other initiatives.
- Work closely with the Physician Associate and Healthcare Assistant to identify areas of need for PCN.

Quality

- Alert other team members to issues of quality and risk in the care of patients.
- Ensure own actions are consistent with clinical governance systems.
- Know the organisation's policies, especially the whistle-blowing policy, available in the practice staff handbook.
- Be able to manage your own time effectively.

Equality and diversity

- Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures.
- Respect the privacy, dignity, needs and beliefs of patients and carers.

Information processes

- Maintain confidentiality or information relating to patients, relatives, staff and the PCN.
- Maintain accurate and contemporaneous electronic patient records on SystemOne.
- Take the necessary precautions when transmitting information.

Duties and Responsibilities:

- Attend annual updates and mandatory training as required.
- Highlight any gaps in knowledge/training needs to their line manager to allow them the opportunity to offer support to fulfil the duties of this post.
- Act in a manner that safeguards children and/or vulnerable adults as applicable to the role.
- Work in line with organisational policies and procedural guidelines.

This JD is not intended to be an exhaustive list of activities but rather an outline of the main areas of responsibility. The role is likely to evolve to meet the changing needs of the service.

Person Specification

Data and Outreach Coordinator

Areas	Essential	Desirable (D) / Essential (E)
Physical	<ul style="list-style-type: none"> • Be able to carry out the duties of this post 	E
Education/ experience	<ul style="list-style-type: none"> • Educated to GCSE or equivalent in English and Maths. 	E
	<ul style="list-style-type: none"> • Educated beyond GCSE or equivalent / NVQ level 3 or equivalent previous proven experience. 	D
	<ul style="list-style-type: none"> • Significant administrative/secretarial experience including developing, implementing, and maintaining office systems. 	E
	<ul style="list-style-type: none"> • Significant SystemOne experience. 	E
	<ul style="list-style-type: none"> • Experience of creating and managing clinical staff rotas on SystemOne. 	E
	<ul style="list-style-type: none"> • Audit coding qualification. 	D

<ul style="list-style-type: none"> • Experience of performing patient searches on SystemOne. 	E
<ul style="list-style-type: none"> • Experience of Audit. 	E
<ul style="list-style-type: none"> • NHS Experience / Primary Care Experience 	E
<ul style="list-style-type: none"> • Experience of drafting agendas and taking minutes at meetings. 	E
<ul style="list-style-type: none"> • Ability to work without supervision using own initiative, organising, and prioritising own and other workloads to changing and often tight deadlines. 	E
<ul style="list-style-type: none"> • Proven attention to detail with ability to input data accurately and good attention to detail in all aspects of work. 	E
<ul style="list-style-type: none"> • Advanced keyboard skills, competent in the use of a range of software including Microsoft office. 	E
<ul style="list-style-type: none"> • Significant experience of successfully operating in a politically sensitive environment. 	E
<ul style="list-style-type: none"> • Clear communicator with excellent writing, report writing and presentation skills; capable constructing clear ideas and concepts concisely and accurately for diverse audiences. 	E
<ul style="list-style-type: none"> • Ability to maintain confidentiality and trust. 	E
<ul style="list-style-type: none"> • The ability to respond positively to changes within the Primary Care Network. 	E
<ul style="list-style-type: none"> • Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients. 	E
<ul style="list-style-type: none"> • Able to travel across various sites where applicable. 	E

