**Job Description**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position:** | Patient Care Advisor | | |
| **Location:** | **Cringleford Surgery**  Cantley Lane  Cringleford  NR4 6TA | **Hethersett Surgery**  Great Melton Road Hethersett  NR9 3AB | **Mulbarton Surgery**  The Common  Mulbarton  NR14 8JG |
| **Responsible Manager:** | Business Manager | | |
| **Reporting Manager:** | Patient Services Manager | | |

**Job Summary:**

To serve as the primary point of contact for patients, providing assistance, support, and guidance throughout their healthcare journey by projecting compassion & kindness, professionalism, growth, candour & uplifting skills with patients and healthcare professionals that will contribute to the overall success of the Patient Care Team.

**Job Responsibilities:**

**Patient Interaction:**

* Greet patients warmly and assist them with check-in procedures.
* Provide information to patients regarding appointments, home visits, test results, services, and procedures.
* Address patient inquiries, concerns, and complaints promptly and professionally.
* Ensure patients feel comfortable and supported during their visit.
* Remain calm and prioritise tasks whilst working in a busy environment, frequently dealing with competing demands from both patients and members of the practice and attached team.
* Maintain a professional attitude in all communication with patients and members of the practice team.

**Appointment Scheduling:**

* Schedule patient appointments accurately and efficiently in line with practice protocol to ensure the smooth running of the appointment system.
* Coordinate appointments with third party healthcare providers.
* Confirm appointment details with patients via phone, Patchs Health, or in-person communication.

**Documentation and Records Management:**

* Maintain accurate patient records, including register new patients on to clinical system, amend registration details and input clinical data.
* Ensure all patient information is entered into SystmOne & Patchs Health accurately and in a timely manner.

**Team Collaboration:**

* Collaborate with all clinical & non-clinical team members to ensure seamless patient care delivery.
* Communicate patient concerns, preferences, and special needs to the appropriate healthcare team members.
* Participate in team meetings and contribute to discussions on improving patient care standard operating procedures.

**Patient Education:**

* Provide patients with educational materials and resources related to their medical conditions, treatments, and medications as appropriate.
* Educate patients on preventive care measures and healthy lifestyle practices.
* Answer patient questions regarding follow-up care instructions.

**Administration:**

* Maintain accurate computerised patient records, register new patients on to clinical system, amend registration details and input clinical data in line with practice protocol.
* In accordance with instruction, carry out any relative duties which may be requested by the Business Manager or Patient Services Manager which may be properly deemed to be part of the role of Patient Care Advisor in general practice.

**Confidentiality:**

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 and dealt with in accordance with the Practice policies and procedures.

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, to 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.
* Maintain work areas in a tidy and safe way and free from hazards.
* 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 recognizes 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 which 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 Humbleyard Practice as part of this employment, 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.

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the GP Partners, Business Manager or Patient Services Manager.

**Personal Specification:**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Personal Attributes:** | | |
| Good communication skills, in person and over the telephone | **√** |  |
| Possessing sensitivity, tact and diplomacy |  |  |
| Self-motivated with a high degree of personal integrity | **√** |  |
| An organised approach to work | **√** |  |
| Reliable | **√** |  |
| Flexible with an adaptable approach | **√** |  |
| Ability to work on own initiative | **√** |  |
| Ability to maintain strict confidentiality | **√** |  |
| Able to work under pressure | **√** |  |
| Calm and patient manner | **√** |  |
| Ability to work to deadlines and under pressure. | **√** |  |
| Ability to multitask and prioritise own workload | **√** |  |
| Time management skills | **√** |  |
| **Key Qualifications and Skills:** | | |
| Education to GCSE level, NVQ level 2 (or equivalent) |  | **√** |
| Competent in IT Skills | **√** |  |
| Familiarity with Clinical Database Systems such as SystmOne and PATCHs. |  | **√** |
| Experience in Microsoft Office 365 software |  | **√** |
| Accurate Filing Skills | **√** |  |
| **Experience:** | | |
| Previous reception or call centre experience | **√** |  |
| Experience working in an environment with direct contact with the public | **√** |  |
| Experience in a GP Practice or Health Care Organisation |  | **√** |
| Experience with database systems | **√** |  |