



Suffolk Primary Care

Job Title: Administrator
Base:
Hours: XX Hours per week
Salary: Full Time Equivalent only

Job Summary

The main responsibilities of the post holder will be to ensure timely, accurate and consistent recording of the clinical information onto the surgery computer system.

Working as part of a team, the post holder will be responsible for scanning, forwarding and coding clinical correspondence.

The Administrator role is to take responsibility for administrative aspects of the practice. They are responsible for various administrative duties and accountable to the Operations Supervisor and Practice Operations Manager.

Key Responsibilities

- Read code relevant information onto the clinical system to include relevant QOF data and clinical information.
- Accurately summarise incoming electronic and hard copy correspondence according to agreed protocols and within agreed timescales.
- Respond to and complete administration system tasks in a timely manner.
- Respond, complete and record administrative AMGP requests.
- Process and complete deduction request, including system report, GP2GP transfer and sending of paper notes if necessary. Ensure that the death certificate is complete and sent to the correct authority, provide any information that is needed by 3rd party on patient's death or paperwork (coroner, funeral director, family).
- Scan and process hard copy letters.
- Check repeat medication, add blood requests to ICE
- Send QOF recall invites to patients and update records accordingly
- Run searches to support clinical audit work
- Deal with CAS alerts
- Provide cover for annual and sickness leave
- Undertake other reasonable duties within the framework of the post as directed by the Practice Operations Manager

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 will have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to Suffolk Primary Care 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 Suffolk Primary Care may only be divulged to authorised persons in accordance with Suffolk Primary Care 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 Suffolk Primary Care's Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Suffolk Primary Care 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
- 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 Suffolk Primary Care 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 Suffolk Primary Care 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
- Monthly training sessions as necessary

Quality





Suffolk Primary Care

The post-holder will strive to maintain quality within Suffolk Primary Care, 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 recognize 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 Suffolk Primary Care 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

Equal Opportunities

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures

Work Visa/ Permits/Leave to Remain

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. Suffolk Primary Care is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control





It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection. Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Clinical Governance and Risk management

Suffolk Primary Care believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting Suffolk Primary Care's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any Suffolk Primary Care standards of record keeping

Information Quality Assurance

As an employee of Suffolk Primary Care it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Suffolk Primary Care requirements and instructions.

Freedom of Information

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that Suffolk Primary Care complies with the Act when handling or dealing with any information relating to Suffolk Primary Care activity.





Person Specification

Factor	Essential	Desirable
Qualifications and training	Basic literacy and numeracy skills General education Willingness to undertake training where required	
Knowledge and skills	IT literate Sound keyboard and computer skills including use of Microsoft Office, nhs.net email. Ability to operate office equipment, telephones, photocopiers, scanners Excellent attention to detail and ability to check and re-check work to ensure high levels of accuracy Ability to work on repetitive and regular tasks Ability to work under pressure and to tight deadlines Ability to adapt to fast pace environment, and cope with high volumes of workload Problem solving skills Ability to escalate problems/issues as required	Understanding of SystmOne Knowledge of or experience of medical terminology
Experience	Customer Care experience both face to face and over the phone	Experience working in primary care
Personal qualities	Demonstrates motivation, reliability and commitment to team working and the development of others Flexible and reliable Demonstrates an ability to value the opinions of others	





Suffolk Primary Care

	Willingness to work towards professional and performance objectives (appraisal) Ability to cope with occasional exposure to aggressive behaviour Ability to deal tactfully and empathetically with distressed or anxious patients and carers	
Communication and verbal skills	Good reading and written skills Professional telephone manner Ability to deal with patients sensitively	

