

**HOVETON AND WROXHAM MEDICAL CENTRE**

Job Title: **Practice Administrator**

Reports to: The Practice Manager

**Main purpose of role**

To provide comprehensive administrative support to the Doctors, Clinical and Management teams throughout the practice.

**Key Relationships**

Partners, salaried doctors, registrars, Practice Manager, Nurse Practitioner Lead and Nursing Team, all other Practice staff, other local care providers, patients and their carers. A good working relationship should be maintained between all surgery staff and attached staff at all times and you should work towards engendering a team approach to the benefit of all.

As you will be dealing with personal details regarding patients daily, you must ensure that you maintain total confidentiality in that no information about patients, either medical or personal, is disclosed to persons other than those employed by, or attached to, the Practice for whom such information is relevant.

**Job Responsibilities**

1. Processing GP Insurance Reports, ensuring the correct invoice is generated and fees paid in advance.

2. Processing Subject Access Requests in strict accordance with the Practice’s protocol making sure these are done in a timely manner and entered onto the spreadsheet.

3. Processing requests for non-NHS work, ensuring correct consent, raising invoices, advising on the fee and entering on the spreadsheet.

4. Receiving incoming and initiating outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries and ensuring data entered into patients’ notes is accurate and relevant.

5. Processing cervical screening recalls and sending patient invites and reminders when these are due from the CSAS website on a weekly basis. April 2019

6. Processing Cervical Smear results onto patient notes SystmOne

7. Processing Bowel Screening results onto patient notes on SystmOne

8. Scanning of patient correspondence into SystmOne

9. Support with the facilitation of Students that come to the practice. Seeking and calling appropriate patients to cover training content and supporting with room allocation and paperwork.

10. Process GP2GP transfers entering any missing allergies/readcodes as necessary.

**In addition, the post holder is to**:

* Read and follow all standard operating procedures including CQC protocols at all times maintaining the highest levels of service delivery to patients, doctors, staff and external providers.
* At all times, to maintain the highest standard of behaviour, to comply with and follow Practice policies, protocols and procedures e.g. health and safety, equality and diversity and to report any breach or suspected breach immediately.
* To undertake any other activities that may from time to time be reasonably requested by the Operations Manager, the Practice Manager or the Partners.

**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

**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 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 patient’s 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.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Safeguarding**

Hoveton and Wroxham Medical Centre is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

**Infection Control**

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non-clinical are required to adhere to the practice Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times to protect patients, staff and visitors from healthcare associated infections. They will also ensure that they perform the correct hand hygiene procedures as described in the Hand Hygiene Policy.

**Information Governance**

Read and follow the approved Information Governance policy at all times maintaining the highest levels of confidentiality regarding patient, colleague and commercial information and to report any breach or suspected breach immediately.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.

**Signed and agreed**

Post holder ………………………………………………………………………………………

Name ……………………………………………………………………………………….

Date ………………………………………………………………………………………..

**Signed and agreed**

Practice Manager ………………………………………………………………………………………..

Name ………………………………………………………………………………………..

Date …………………………………………………………………………………………