The De Parys Group

| Job Description | | |
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| **Position**: Patient Services Care Co-ordinator / Clinical Administrator / Medical Secretary | **Department**: PSCC | **Reporting to**: PSCC Manager |
| **Salary: £13.25 per hour** | **Contract:** Permanent | **Hours per week:** 37.5 |

**Job purpose:**

The De Parys Group (North Bedford Primary Care Network) is a unitary primary care network serving a population of circa. 47,000 patients across five sites (four clinical) in the Bedford area.

Our teams work together to delivery high quality primary care services, at scale, for our registered patients. We are passionate about the NHS and the essential role that primary care plays in the wider healthcare system.

To provide an efficient, accurate and confidential Patient Services Care Co-Ordinator (with additional clinical administration & secretarial service), supporting clinicians, patients and the wider Practice team. The postholder will contribute to effective administrative & referral management, patient care coordination, clinical correspondence and the delivery of Practice and PCN requirements.

**Main objectives**

**Care Coordination & PCN Support**

- Coordinate and support multidisciplinary team meetings, including agendas, patient lists and follow-up actions.
- Support care coordination, aligned care homes, home rounds and personalised care plans.
- Work with ARRS roles and wider healthcare services to identify and coordinate appropriate support for patients.
- Support long-term condition recalls, QOF, PCN DES, IIF and other quality initiatives.
- Coordinate health checks, screening, immunisation and other preventative health programmes.
- Support specialist pathways including weight management, cancer and urgent referrals.

**Safeguarding & Confidential Work**

- Support the Practice's adult and child safeguarding administration, including confidential documentation and reports.
- Support best-interest processes and safeguarding-related enquiries.
- Manage Subject Access Requests and other confidential/legal requests.
- Process private work, including insurance, DVLA and patient letter requests, including invoicing where required.

**Administration**

- Provide comprehensive administrative support to clinicians and the wider Practice team.
- Manage incoming and outgoing post, scanning and other general administrative duties.
- Maintain accurate electronic and paper records, including scanning, read-coding and summarising records onto SystmOne.
- Process incoming and outgoing correspondence, emails, tasks and administrative workflows.
- Manage telephone and patient enquiries professionally and appropriately.
- Process patient registrations, de-registrations and requests for online access to medical records.
- Undertake audio typing, clinical correspondence, reports and referrals.

**Referrals & Clinical Pathways**

- Process and monitor referrals through e-RS, including rejected referrals and Advice & Guidance.
- Coordinate urgent, cancer, specialist, diagnostic, pathology and secondary care pathways.
- Liaise with NHS, private, community and other healthcare providers to ensure timely follow-up.
- Monitor outstanding actions and escalate delays or concerns appropriately.

**Prescriptions & Medication**

- Process repeat prescription requests in accordance with Practice protocols.
- Respond to prescription queries and escalate clinical issues appropriately.
- Monitor medication reviews and required monitoring tests.
- Support the effective use of electronic prescribing systems.

**Team & Service Responsibilities**

- Work collaboratively within the administrative and clinical teams and provide appropriate cover during colleague absence.
- Identify and escalate issues affecting patient safety, service delivery or workload.
- Identify opportunities to improve processes, communication and patient experience.
- Maintain a safe, professional and CQC-compliant working environment.
- Undertake chaperone duties following appropriate training, where required.
- Complete all mandatory and role-specific training within required timescales.
- Comply with Practice policies, confidentiality, GDPR and information governance requirements.

Undertake any other reasonable duties appropriate to the role as requested by the Line Manager or Team Leader.

The above list is not exhaustive, and other duties may be required from time to time in line with skills and experience.

## Person Specification

**Essential skills and qualifications:**

**Qualifications**

- GCSE (or equivalent) English

**Experience**

**Essential**

- Previous experience in a medical, clinical or general administrative environment.
- Excellent organisational and time-management skills.
- Good attention to detail and accuracy.
- Excellent communication and interpersonal skills.
- Ability to manage competing priorities and meet deadlines.
- Ability to handle confidential and sensitive information appropriately.
- Ability to work independently and as part of a team.
- Good IT skills and ability to learn clinical systems and processes.
- Ability to follow protocols and recognise when issues require escalation.

**Desirable**

- Experience of working in general practice.
- Experience of SystmOne, e-RS and/or NHS clinical administration.
- Knowledge of referrals, prescriptions, safeguarding, QOF or PCN processes.
- Experience of care coordination or MDT working.