**Flitwick Surgery, QOF Co-ordinator**

**Job Description**

The practice QOF co-ordinator supports the practice management team in undertaking the work needed to meet contractual obligations and targets with regards to the quality outcome framework (QOF) and other contracts held by the Practice (include Local and National DES/Enhanced Services, PCN Network DES and public health services).

They play a central role in the delivery of good patient care and ensuring that all long-term condition reviews are arranged and that eligible patients are invited in for routine checks, services and vaccinations. They will be responsible for developing, maintaining and running efficient patient recall systems and creating new workflows and systems to meeting changing business rules and good practice.

They will be involved in monitoring practice performance and take up of our services by patients in relation to national and local targets set to the practice. The postholder will support the business manager and finance officer in checking achievement for contractual work and in the submission of payment claims.

The postholder will be responsible for prioritisation of their own workload, often to changing deadlines and priorities.

They will need to be literate and able to clearly communicate both verbally and in writing to patients. They need to have a very good attention to detail, work as part of a team effectively and have a high standard of work to ensures everything is fully documented and delivered to high a standard.

They will have a good understanding and proficiency when using the Practice Clinical Record System and IT resources, as well as being open to change and finding new ways to work.

**Main duties of the job**

This is a varied, administrative, and patient facing information role providing dedicated support to the practice’s business agenda.

 The post holder will assist the practice management team to co-ordinate all matters concerned with the quality outcome framework (QOF) and other contracts held by the Practice (include Local and National DES/Enhanced Services, PCN Network DES and public health services).

They will work closely with the practice management team to understand the contractual business rules. They will keep up to date with any changes as they are published and how they impact on patient care, practice processes and targets.

They will be involved in monitoring practice performance and take up of our services by patients in relation to national and local targets set to the practice. The postholder will work closely with the practice management team and will proactively raise any concerns so that timely action can be taken to remedy and improve practice performance if needed.

The postholder will ensure the administration of the quality outcome framework (QOF) and other contracts held by the Practice (include Local and National DES/Enhanced Services, PCN Network DES and public health services) are carried out within the Practice’s guidelines, policies and protocols.

They will play an active role in supporting patient care by co-ordinating and ensuring long term reviews are carried out promptly and that eligible patients are called in for regular reviews or services in a timely manner across the year. This will include developing, updating and maintaining recall systems as well as drafting practice protocols.

They will be responsible for drafting correspondence and contacting patients using letter, SMS, email, phone call or in person. They will need to ensure contact is made with patients within correct time scales and is accurately recorded and coded on patient records. The postholder will be required to meet externally set national and local deadlines due to the nature of this work and contractual requirements.

The postholder will have a good knowledge of clinical coding in clinical systems and will assist with audits to maintain high levels of accuracy with patient data. For example, this will include updating and amending coding as required on patient records to make sure the practice maintains accurate disease registers and eligible patients are invited for review or offered services. They will be responsible for checking that appropriate coding is added to patient records to record long term conditions (LTCs) and that the clinical work undertaken by staff is correctly coded.

Working with the practice management team they will take responsibility for the development and maintenance of new workflows to maximise the functionality with SystmOne and IT resources to support the move to a modern general practice and new ways of managing administrative processes.

They will support the practice management team to ensure promotions for health awareness are run when required by the practice.

The postholder will support the practice managers and finance officer in checking achievement for contractual work. They will take responsibility for the timely submission of payment claims for work undertaken and maintaining good quality accurate records.

**Health & Safety**

The post-holder will support the practice in promoting and maintaining their own and others’ health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures and ensuring that compliance is maintained on a day to day basis. This will include:

* Maintain up to date knowledge of health and safety, infection control and best practice guidelines and support implementation across the business.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed.
* Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other members of staff.
* Undertaking periodic infection control training (minimum annually)
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**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 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 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

**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.

They will participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

They are expected to take 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 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
* Recognize 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

**Person Specification**

**Experience**

**Essential**

* Used to working in a fast paced office environment
* Able to work under pressure and to tight deadlines
* Dealing with the public enquiries
* Previous experience of data entry/coding
* Knowledge of the Data Protection act and how this is applied in practice
* Understanding of databases, coding, and extraction of data for reporting purposes
* Excel experience

**Desirable**

* Previous experience working in an administrative role within a GP practice
* Understanding of QOF and Enhanced Services and how accurate coding supports delivery
* Ability to produce reports for quality audits
* Good working knowledge and experience of using SystmOne including; coding and workflows.

**Qualifications**

**Essential**

* Evidence of a good general standard of education
* Good IT skills