



Suffolk Primary Care

Job Title: Care Navigator
Base: Oakfield Surgery

Job Summary

- To provide comprehensive administrative support for the general practice and to act as focal point for patients and staff.
- To receive and assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors either in person or via the telephone.
- Facilitate effective communication between patients and members of the healthcare community.
- Handle patient complaints in accordance with practice protocols.
- To provide an efficient and accurate support to the secretarial team, clinicians & patients.

Key Responsibilities

- To respond to all queries and requests for assistance from patients and visitors at reception ensuring at all times that enquires from patients are efficiently and courteously handled.
- To ensure that telephones are at all times answered promptly and politely at all times, accurate messages taken and calls passed to the appropriate person as necessary, supplying information as required in a timely fashion.
- To ensure that scanning, filing, record keeping and distribution of documents are undertaken efficiently and promptly.
- To ensure that the waiting area and leaflet stands are at all times kept tidy and leaflets are re-stocked or removed as required and to check and put away deliveries of stock as required.
- Use the surgery computer system for appointments, patient data, repeat prescriptions and other patient related tasks.
- Greet patients and log arrival on the computer/show patients how to use the automated booking in service.
- Collect any necessary information from the patient for their consultation, deal with any enquiries and provide any information the patient may need.
- To send out recall letters for chronic disease quality marker clinics in line with requirements of the GP Contract.





- Record requests for house calls, ensuring accurate details are taken and print off visit summary.
- To frank mail and prepare for posting on a daily basis and deal with including incoming mail as required, including date stamping.
- To file all correspondence in appropriate files on a daily basis.
- To prepare acute/repeat prescriptions for GP signature, ensuring at all times the correct name, address and date of birth of the patient.
- To assist with new patient registrations together with inputting their necessary data onto computer and making up new files/amalgamating and process amendments to patient records.
- To book interpreters as and when required for patients and advise whether or not request has been completed.
- To ensure the prompt return of files on a weekly basis to Business Service Organisation (BSO), ensuring that a printed summary/scanned images are included before returning patient files to BSO. (CCG currently).
- To carryout routine daily backups of computer system.
- To advise patients of relevant charges for private services, accept payment and issue receipts if necessary.
- To photocopy and fax information when required, ensuring photocopying is kept up to date at all times.
- To cover duties of absent members of staff as and when required including cover during tea/lunch breaks at reception as and when required.
- To send out DNA letters to patients.
- To act as chaperone when requested and print off smear forms for the patient/check patient specific directives (PSD).
- To attend staff meetings as required and participate fully in annual staff appraisal.
- Any other clerical/reception duties as deemed appropriate and requested by senior receptionists or line managers.
- To be flexible in the workplace in terms of hours worked as and when the need arises and be prepared to work across sites.
- To operate start and end of day procedures in line with practice policy and ensure premises are prepared for staff to receive patients and also secured after use.
- To provide an efficient audio/copy typing service for GPs and health professionals as required. This includes the typing of letters, reports, patient referrals and liaising with organisations relating to patient matters in an accurate and quality manner.

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

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

Right to work

All applicants must have the legal right to work in the United Kingdom at the time of application and throughout the duration of employment. This includes holding a valid visa or immigration status that permits employment in the UK, if applicable.





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Suffolk Primary Care is unable to employ or continue to employ individuals who do not have, or are unable to provide evidence of, their right to work 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





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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.



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Person Specification

Factor	Essential	Desirable
Qualifications	Educated to GCSE level (or equivalent) including Grade C in English & Maths EDCL/RSA Typing qualification with the ability to touch type	ECDL/CLAIT or other IT qualification. NVQ level 2 in customer service. Medical receptionist diploma
Knowledge & Experience	Knowledge or experience of working with standard office equipment eg scanners, copiers, printers, faxes, telephones. One year's experience in busy customer service or reception environment. Experience of working in a team. Use of bespoke computer systems. Understanding of health and safety policies and procedures.	Confidence to use own judgement based on resourcefulness and local knowledge in response to patient or staff queries. Understanding of local health issues. Previous NHS experience Experience of clinical systems, including SystmOne
Ability & Skill	Basic computer skills including email, spreadsheets, word processing, preferably Microsoft Office. Ability to use on-line learning systems confidently. Good interpersonal/organisational skills Good communications skills, face to face and over the telephone and in writing. Ability to deal appropriately with difficult situations and work under pressure, including being able to remain calm when dealing with conflict. Logical thinker, able to file accurately. Ability to translate information and details accurately, both verbally and in writing.	Good level of skills in spreadsheets and word processing
Personal Attributes	Quick to grasp new points and a pleasant articulate manner.	Able to work flexibly in a changing environment.





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	Good attendance record in previous employment. Flexible in relation to working hours and sites. Ability to work as part of an integrated, multi skilled team. Approachable and positive. Able to maintain strict confidentiality at all times. Good punctuality and professional appearance. Able to demonstrate compassion and patience.	Willing to learn new skills and develop. Sensitivity and awareness of minority group needs. Gain satisfaction from helping others.
Other		

