



Job Description

POSITION:	Administrator
HOURS:	To be agreed
SALARY:	Depending on experience
REPORTS TO:	Practice Operations Manager (POM)

Oakfield Surgery are looking to recruit an efficient administrator to the team. 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 all clinical correspondence. The Administrator role will also take responsibility for various administrative duties and will be accountable to the Operations Supervisor and Practice Operations Manager.

Key Responsibilities

- Take ownership of the incoming post, scan and process hard copy letters
- Monitor the surgery email account, transfer and process into the patient's record.
- Accurately summarise and read code all incoming electronic and hard copy correspondence according to agreed protocols and within agreed timescales on the clinical system.
- Maintain accurate patient records.
- Ensure any correspondence is assigned to the correct person/team within the correct timeframe.
- Create tasks or AMGP requests with information received/ requested from clinical correspondence.
- Provide cover for annual and sickness leave for other team members including Reception, Admin and Medical Secretary. This may include but is not restricted to;
 - Answering the surgeries incoming calls
 - Working on the front desk and dealing with patient requests.
 - Managing Non NHS and SAR requests and allocating the completion of medical reports and private medical examinations to the appropriate GP.
 - Inputting new patient registrations.
 - Taking payment for Non NHS work from patients and updating the appropriate spreadsheets.
 - Dealing with the administrative side of patient deaths including emailing the medical examiner and deducting the patients.
 - Sending urgent referrals via ERS or email.
- Undertake any other reasonable duties within the framework of the post as directed by the Operations Supervisor or 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



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- 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



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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.



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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

Skill / Attribute	Essential	Desirable
Excellent verbal communication skills	✓	
Polite & professional telephone manner	✓	
Sensitivity to confidentiality issues & data protection	✓	
Ability to work on initiative & as part of a team	✓	
Ability to work under pressure	✓	
Ability to work well with the members of the public	✓	
Ability to work flexibly & to cover colleague's holiday / sickness periods	✓	
SystemOne / AskmyGP / General IT Skills		✓
Understanding of primary care		✓