



Frome Valley Medical Centre

CLINICAL ADMINISTRATOR/PA – JOB DESCRIPTION

Hours of duty: 35-37.5hrs per week

Responsible to: Nurse Manager

Accountable to: Operations Manager

Salary: £19,553.62 pro rata per annum

Job Summary

To provide a full, comprehensive and efficient administration service to the Practice Nurse Manager and the Nursing team in accordance with practice policies and procedures to support all aspects of patient care. To act as a point of contact for patients and act as a focal point of confidential liaison between patients, doctors, nurses and other internal and external staff.

This will include but is not limited to creating and maintaining the nursing appointments, recalling patients, liaising with other teams to provide the nurse support for GP clinics, preparing reports, running computer searches, preparing mail merge documents, taking minutes and preparing agendas, preparing protocols and policies as directed by the Nurse Manager. Carrying out any and all administrative/secretarial tasks for the Nurse Manager as well as liaising with patients on behalf of the Nursing Team.

To provide this level of administration you will need strong IT skills, the ability to work on own initiative and to tight deadlines, be a proactive thinker and anticipate problems. You will be able to prioritise your own workload and assist the Manager with their workload.

Key Responsibilities

- Ensure familiarity and adherence to all practice policies and protocols and ensure you have a practical awareness of what is required, including but not limited to data protection, confidentiality, and all other aspects of information governance.
- Ensure the proper management of patient records, ensuring all correspondence, reports, results etc are filed appropriately and in the correct patient record and summarising and coding is completed as appropriate.
- Have a good working knowledge of all practice specific IT systems and general IT systems (Word, Excel etc) to be able to support the Nurse Manager and other clinical staff in aspects of their work.

Appointments

- Ensure total familiarity with all appointment systems in effect, including regular and incidental variations.
- Plan and create nurse clinics on the IT package, according to the required demands of the nurse rota. Pro-actively monitor to ensure any issues are highlighted to the Nurse Manager early and improvements implemented.
- Oversee Nurse Team leave and book accordingly on the nurse clinic rotas.
- Ensure emergency amendments to clinics (due to illness for example) are actioned immediately and any issues flagged to Nurse Manager and general Management Team as appropriate.
- To conduct searches and investigations to co-ordinate and reconcile follow-up appointments due against chronic disease diaries, identifying and resolving anomalies to ensure nurse appointments are used to maximum efficiency.

- Manage waiting lists for home visits and co-ordinate appointments for housebound patients.
- Make new and follow-up appointments where necessary ensuring sufficient information is recorded to fully inform the clinician as to the reason for the appointment.
- Monitor effectiveness of the system and ensure that action is taken to resolve any problems or effect variations as required.
- To conduct searches and investigations to coordinate and reconcile follow-up appointments due against chronic disease diaries, identifying and resolving anomalies to ensure nurse appointments are used to maximum efficiency. To also conduct overdue monitoring searches and provide follow-up.
- To create and oversee the efficient running of automated procedures in respect of follow-up appointments and issue invitation letters for exceptions, e.g. patients not on medication.
- Plan and record flu clinic home visits and care home visits.

Patient Services

- To recall patients for appointments for all practice nurse services including by not limited to blood tests, chronic disease management appointments (QOF), injections/vaccinations, etc.
- To be a point of contact for the Nursing Team with patients, the rest of the Practice Team or other outside agencies.
- To liaise with patients, as necessary, in regard to their appointments or medical records.
- Deal with general enquiries made by patients, either personally, by telephone or in writing and ensure that all patients are treated with courtesy and consideration at all times.
- Manage data collection from waiting room equipment according to appropriate protocols, record on patients' medical records and cancel diary entries as necessary.
- Produce letters/texts in respect of patient contact or follow up appointments.
- To create and oversee the efficient running of automated procedures in respect of follow-up appointments and issue invitation letters for exceptions, eg patients not on medication.
- All other patient services as required.

Administration

- Secretarial support.
- Keep a log, monitor and update all policies, protocols and guidelines for the Nursing Department.
- Conduct overdue monitoring searches and provide follow-up.
- Undertake data input, analysis and reporting as required.
- Meet regularly with the Nurse Manager to ensure full knowledge of clinic requirements and assist in all aspects of their administration needs.
- Meet regularly with other members of Administration Team to discuss any new or ongoing issues developing and to seek and action solutions.
- Delegate tasks as appropriate prior to any period of absence (i.e. annual leave) to ensure your role is sufficiently maintained during those times and ensure that information about unresolved or urgent matters is passed to colleagues before leaving work.
- Allocate bloods and tasks to clinicians, action discharges and process smears.
- Record requests for home visits and extract medical records for home visits with appropriate summary printout and hospital letters.

- Assist with the stock management and ordering for the Nursing Department.
- Arrange the practice annual equipment calibration and keep a log of all equipment and maintenance requirements.

PA To Nurse Manager

- To co-ordinate and administer meetings (including annual appraisals) as required (arrange, attend, minute as well as preparing, monitoring and updating action plans, etc.).
- Monitor supplies of equipment and leaflets as directed by the Nurse Manager.
- Maintain nurse training log and book courses as directed by the Nurse Manager.
- Research and request purchase of specific medical equipment as directed by the Nurse Manager.
- Maintain a database of agency nurses and book as required.
- Support the Nurse Manager in aspects of admin work relating to QoF.
- Provide ad-hoc administrative support to all areas of the practice as required due to demand, sickness or holiday absence, including but not limited to the production and issuing of letters, raising of invoices, meeting management, scanning, photocopying, faxing, sending post and file management.

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 carer's, 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.

Health & safety:

The post-holder will assist 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. This will include:

- Using personal security systems within the workplace according to practice 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.
- Actively reporting health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertaking periodic infection control training (minimum annually).

- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that 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 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 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.

To carry out any other duties as may be required by the practice either temporarily or permanently.