

**Streamside Surgery
Thornbury Health Centre
Job Description**

Job Title: Medical Administrator

Reports to: Operations Lead

Hours: 25 Hours per week over 4 days set shifts are as below (once fully trained) -
Monday – 12.45 – 6pm
Tuesday – 8.30 – 4.30pm
Wednesday – Day off
Thursday – 12.45 – 6pm
Friday – 8.30 – 3pm

Training hours –
Monday – 9.00 – 3.15pm
Tuesday – 9.00 – 3.15pm
Wednesday – Day off
Thursday – 9.00 – 3.15pm
Friday – 9.00 – 3.15pm

Salary: £9.27

Job Summary: To provide an efficient administrative/secretarial service for GPs and Health Professionals, this includes the preparation and production of patient referral letters, reports and general correspondence in an accurate and timely manner.

Secretarial Responsibilities

- Process referrals electronically using E-referrals system.
- Transcribe and type referral letters, general correspondence and medico-legal reports as required by the GPs or other clinicians.
- Send and receive correspondence via NHS Mail on behalf of GPs, ensuring responses received are scanned into patients records within the EMIS clinical system. Informing GP's where appropriate.
- Process referrals requiring prior approval of funding for treatment and ensure GPs are informed of the outcome, process onward referral if funding successful.
- Process and code completed referral forms through E/Referral, email or post.
- Upload new/amended referral forms into the EMIS clinical system. This will include formatting the documents and ensuring an accurate and up to date database of referral forms is maintained. Advise GPs of any amendments to referral forms and ensure new GP's are signposted to correct pathways.
- Keep and maintain an accurate database of secretarial information and referral processes; liaising with GPs in regards to any changes.
- Check E-referrals worklists and emails daily and action as necessary.

- Make telephone calls and enquiries to hospitals and other establishments on behalf of the GPs as and when necessary, in particular regarding hospital appointments and clinical documents.
- Effectively manage telephone enquiries from patients regarding their referrals and the referral process.
- To ensure that all incoming and internal patient correspondence is stored on/in the patients' medical record and relevant information is coded.
- To be able to locate documents as needed by the clinical and non-clinical staff
- To carry out administrative related tasks as delegated by the doctors and non- clinical staff
- To complete urgent and routine tasks sent by GP's and other members of the admin/clinical team

This list is not exhaustive

Workflow Responsibilities

- Sort and date stamp all incoming patient-related mail.
- Analyse all incoming clinical documents for the practice and using the agreed protocols to decide on the relevant action to take.
- Enter coded information onto the patients' medical record from information contained in clinical documents.
- Add any additional information about the source of the document
- Where appropriate, forward the document to the doctor or nurse who initiated the referral or who is most appropriate to receive the information
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale
- Scan all internal paper documents on to the relevant patients' record and then store the documents in line with surgery procedures.
- Request investigations on the ICE system where appropriate.
- Ensure that all actions completed or outstanding are clearly recorded on the clinical documents.
- File documents into the electronic medical record as required.
- Deciding on appropriate action to take for all clinical documents coming into the practice, working within own competence and adhering to agreed protocols at all times.
- Know when to refer upwards to line manager or GP lead for workflow optimisation or other appropriate senior members of the team in their absence.
- Be involved in the development of document workflow optimisation and have input into decisions made regarding this.

- Completing insurance/medical reports – processing and invoicing as per protocol.
- Liaise directly with patients, third parties, and other organisations to arrange follow up actions that have been identified from correspondence

This list is not exhaustive

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

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, to 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
- 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 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, 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
- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Person Specifications

- To be able to use their own initiative and effective time management to manage their own workload.
- Be confident in decision making
- Excellent verbal and written communication skills
- Flexible approach to work extra hours to cover holidays and sickness

- Ability to work as part of a team and to accept delegated responsibility
- Experience of working with the general public
- Typing/Word Processing skills
- Confident in the use of IT
- Ability to self-motivate, organise and prioritise own workload
- An understanding, acceptance and adherence to the need for strict confidentiality
- An ability to use own judgement, resourcefulness and common sense.
- Excellent attention to detail
- Able to work under pressure.
- Self - reliant
- Professional attitude to work colleagues
- Pro-active
- Experience desirable but not essential.

Please drop in an application form to Streamside Surgery or email sam.baker5@nhs.net

We reserve the right to close this advert at any time, should the right applicant apply.