

BEECHWOOD MEDICAL PRACTICE

JOB DESCRIPTION

CARE CO-ORDINATOR

BACKGROUND

We are a long established practice of 8 GP partners, supported by a close knit team.

Beechwood Medical Practice is located in purpose built modern premises at Fishponds Primary Care Centre, Fishponds, Bristol.

Due to an increasing list size we are looking to expand our current team to help us continue to provide a high quality service.

We are keen to recruit someone that can bring a high level of experience in quality customer service and who can use initiative and common sense to find practical solutions to the many enquiries we deal with each day.

AIM

The aim of the role is to work with the rest of the Practice team to provide a friendly and effective service for the patients. The post holder is the first point of contact for the patient and must provide an efficient, informed and empathetic service when face to face or on the telephone.

ACCOUNTABLE TO:

First line to Team Leaders, thereafter to the Practice Manager and Partners.

MAIN DUTIES

The post holder will be expected to be meticulous in the execution of their duties. They are to be fully conversant with the details contained in their Contract of Employment, the Practice Handbook and the Practice Policies & Procedures. However, they are to seek assistance when dealing with new or unexpected matters.

Relating to Patient Practice Interface

- To receive and deal with people presenting at reception promptly and with discretion.
- To receive telephone calls and deal with any matter promptly and with discretion.
- To respect and ensure confidentiality of information.
- To give information when appropriate promptly and efficiently.

Relating to Messages

- To record messages accurately and clearly according to Practice Procedures.
- To hand over relevant information to colleagues at the end of the shift.

Relating to Appointments

- To help patients to make appropriate routine, urgent or emergency appointments using the EMIS computerised appointment system in line with Practice Procedures.

Relating to Home Visits

- To log all requests for home visits.

- To distribute visits to the visiting Doctors and prepare the necessary supporting documentation.

Relating to Prescriptions

- To assist patients to make repeat prescription requests.

Relating to Patient Records

- To assist with patient requests to access their medical records
- Completing appropriate forms and relevant data entries

Relating to Mail In and Out

- To check and empty the mail boxes
- To open, date stamp and distribute incoming mail

Relating to Queries & Follow Up

- To act as focal point for queries and follow up (e.g. patients, hospital, pharmacies) relating to patients.
- Process all 'patient tasks & actions' specified by doctors e.g. in relation to patient pathology and radiology results or follow up to patient queries.
- To liaise with patients if repeat tests are required

Relating to Forms and Stationery

- To supply registration forms to new patients and ensure they are completed correctly.
- To give out completed forms and letters to patients and, if appropriate, ensure payment is made.
- To ensure that the waiting room, reception office and consulting rooms are fully stocked with all the necessary forms, stationery and patient information leaflets.

Relating to Consulting Rooms

- To ensure, on a daily basis, that Consulting Rooms are tidy and fully stocked with relevant medical equipment, paperwork and forms.
- To ensure that the Consulting Rooms are prepared for their planned daily use.

Relating to Email/Electronic Communications

- In rotation with other Reception colleagues, to check and process the practice generic email account.
- In rotation with other Reception colleagues, check and process all electronic communications e.g. electronic discharge letters, Out of Hours Reports and 111 reports.

Relating to Team Work and Personal Development

- To work towards the aim and objectives of the Practice at all times.
- To attend and contribute to meetings for the Practice staff.
- To take part in training programmes as appropriate.
- Use of initiative and problem solving.

Relating to Confidentiality

- To take due care to ensure confidentiality of patient information at all times.
- To be aware of the limitations placed upon the Practice by the Data Protection Act 1998.
- To ensure confidentiality of information in matters relating to the Practice.

Relating to Health and Safety and Security

- To have read and be aware of the Health and Safety section in the Practice Handbook.
- To report any risks to health and safety.
- To be aware at all times of the need for a high level of personal and physical security and to comply with the details contained in the Practice Procedures.

Safeguarding statement:

This organisation is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and a DBS check will be required.

The responsibilities and duties listed above are not exhaustive and may alter from time to time depending on organisational development.

Our reception team are the front face of the practice and play a significant part in delivering the high-quality care that we are proud to provide to our patients. We are keen to hear from enthusiastic, caring and flexible candidates with outstanding customer service skills.

You need to be both a strong team player and equally be comfortable working independently.