



**Falldon Way Medical Centre**  
**JOB DESCRIPTION – Health Navigator**

## **1. JOB SUMMARY**

We are looking for someone to join our friendly, dedicated team of Health Navigators as a first point of call in our Reception Team.

The successful candidate will play a crucial role in ensuring the smooth and efficient operation of our prescription system.

There is the opportunity to continue or join the NHS pension scheme.

Falldon Way Medical Centre aspires to be a professional, friendly organisation, dedicated to providing high quality personalised medical care to all members of the practice community.

you will need to ensure patients can access the appropriate care at the right time and maximise clinical time. You will need to skilfully use the resources to best meet patient demand.

## **2. MAJOR DUTIES AND RESPONSIBILITIES**

### **Signposting**

- To skilfully negotiate with patients to direct them to the right care or right clinician both on the phone and on the front desk.
- To keep patient messaging consistent, professional and clear both on the phone and on the front desk.
- To have a problem-solving mentality whilst maintaining excellent customer service skills both on the phone and on the front desk.
- To utilise the signposting resources (i.e AccuRX, nurse matrix & community pharmacy matrix) available to maximise efficiency, to keep signposting standardised and clinically safe both on the phone and on the front desk.
- To check incoming eConsults and signpost accordingly.
- To maintain honesty and confidentiality both on the phone and on the front desk.
- To maintain a welcoming attitude and greet patients whilst on the phone and on front desk.

### **Workflow**

- To efficiently manage incoming workflow – electronic or paper, in a timely manner, ensuring it is appropriately dealt with independently or by the right member of the practice team.



- To regularly check and action e-mails, AccuRx responses, EMIS tasks, Docman tasks and website submissions.
- To daily scan the incoming post and documents on to Docman.
- To daily action the prescriptions if prescriptions administrator is absent.

## **Appointments**

- To use the appropriate EMIS slot type, allocated time & clinician.
- Toggle between booking GP telephone and face to face appointments where necessary.
- To maximise the clinical time by efficiently booking appointments and minimising gaps.
- To ensure patients are being booked an appropriate QOF/vaccine appointment by checking the QOF prompt or consultation screen where necessary.
- To ensure communication with patients regarding appointment demand and its fulfilment is consistent and in line with current practice direction and policy.

This job description is not a complete list of duties but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities within the Practice change. Significant changes in the range of work undertaken will be made only after discussion with the post holder.

We are a friendly, successful, training and research practice of over 11,500 patients with an informal and supportive culture, which aims to ensure a good work life balance is maintained for all staff. Fallodon Way Medical Centre is located in Henleaze, which is a leafy inner suburb of Bristol, with good schools and amenities. We have a relatively high elderly population but also a good mix with families. We encourage and support ongoing professional development.

The practice combines the best of traditional and innovative working, currently with 4 partners and 5 associate GPs. The practice is both proactive and reactive about managing the ever-changing workload in General Practice, offering a supportive environment and good work-life balance.

The practice is supported by ANPs, a Nursing Team, a Pharmacy team including two Practice Pharmacists, an Award-winning Care Coordination team, a Social Prescriber, First Contact Physio and mental health practitioner. There is a team of workflow administrators assisting the clinical team in managing inbound correspondence and results.