

Responsible to – Patient Co-ordinator Team Leads**OVERVIEW**

You are passionate about providing excellent service. You want to ensure our patients get the right care, first time, every time.

Our reception team has recently been described by patients as “friendly and helpful” and going “above and beyond to help us fit everything in”. Would you like to join them?

Our inclusive and supportive team is looking for another 1 or 2 Patient Co-ordinators. Our practice has been described by patients as a "first class health centre" where everyone is "kind and caring".

We welcome applications from anyone with reception and/or administration experience. Previous NHS experience is preferred, but not essential. Working hours are within a flexible shift pattern between 7.45am and 6.30pm Monday to Friday. Occasional Saturday working, and some weekday evenings to 8pm are required.

We need about 37.5 hours in total - which might be 1 full time person or 2 part-time people. However, we do need a minimum of 20 hours worked over at least 3 weekdays.

PLEASE NOTE: interviews will take place on 24 and 25.03.2025. Virtual interviews will be an option, if required.

DUTIES

- Navigating patients to the most appropriate clinician/staff member
- Completing general clerical and office procedures with particular focus on front desk and switchboard responsibilities, as well as a variety of allocated administration tasks.
- Maintaining high standards of customer service to all visitors to the health centre.
- Preserving complete confidentiality of patients’ records and clinically related matters at all times.
- Making appointments, taking information requests from other professionals, and providing information as necessary.
- Dealing with incoming post and deliveries; and distributing reports and copy records as necessary, including collecting appropriate payments where relevant.
- Providing clerical support to other areas of the practice as and when required.
- Opening and closing the health centre as required.
- Attending training and staff meetings as required.

The role is likely to be hybridised in the future – incorporating part of the working week in our new PCN prescribing hub. This will involve following standard operating procedures to process prescription requests and deal with medication queries, under the supervision of clinical colleagues.

PERSON SPECIFICATION**Essential**

- Ability to deal with people professionally even when under pressure
- Strong inter-personal and communication skills.
- Being flexible and contributing to a strong team ethic
- A can-do approach
- Willingness to learn

- Good IT skills

Desirable

- Previous healthcare experience
- Customer service experience

TERMS AND CONDITIONS

CONTRACT: This is a permanent contract for between 20 and 37.5 hours per week.

SALARY SCALE: Starting pay will be £11.44 per hour, unless a candidate has significant experience in UK general practice reception team work.

ANNUAL LEAVE: on appointment: 27 days WTE including public holidays; after 5 years' service, 29 days WTE including public holidays

The definition we are using for length of service is continuous employment undertaken within our general medical practice. Staff who are contracted to work less than 5 days a week will be entitled to paid holidays (including bank holidays) pro-rata to the number of holidays (including bank holidays) for those contracted to work 37.5 hours per week.

PENSION SCHEME: Eligible to join the NHS Pension Scheme

PROBATIONARY PERIOD: There is a 6-month probationary period for any successful candidate.

REVIEW: This job description is not exhaustive and will be reviewed in discussion with the post-holder and adjusted as the post develops and evolves. You will also be expected to carry out any other reasonable duties which may be requested from time-to-time.

APPLICATIONS: by covering letter and CV to Peter Maynard, Executive Partner, Horfield Health Centre (peter.maynard1@nhs.net)

CLOSING DATE: 12.03.2025