



Fallodon Way Medical Centre

JOB DESCRIPTION – Practice Administrator and Private Work Coordinator

Job Title: Practice Administrator and Health Navigator

Hours: 15 hours per week- split over 2 days (Thursday & Friday) or 3 days (Wednesday, Thursday and Friday)

Job Type: Permanent

Rate of pay: £12.93 per hour

Fallodon Way Medical Centre is looking for a friendly, organised and motivated individual to join our Administration and Reception Team as a **Practice**

Administrator and Private Work Coordinator.

This is a varied and rewarding role combining patient-facing reception and health navigation duties with essential clinical administration responsibilities. As one of the first points of contact for patients, you will help ensure they receive the right care, from the right clinician, at the right time, while supporting the efficient day-to-day running of the practice through workflow management, patient record administration, coding and correspondence.

The successful candidate will be proactive, adaptable and committed to delivering excellent customer service. You will have strong communication and organisational skills, enjoy working in a busy environment, and be confident managing multiple priorities while maintaining accuracy and confidentiality.

There is the opportunity to join, or continue your membership of, the NHS Pension Scheme.

About Fallodon Way Medical Centre

Fallodon Way Medical Centre is a friendly, forward-thinking training practice serving over 11,000 patients and is part of the **Affinity Primary Care Network**.

Our multidisciplinary team includes:

- GP Partners and Salaried GPs
- Advanced Nurse Practitioners
- Nursing Team
- Pharmacy Team
- First Contact Physiotherapists
- Mental Health Practitioners
- Care Coordinators
- Administration and Reception Team

Together, we deliver high-quality, patient-centred care in a supportive and collaborative environment.

We use **EMIS, Docman, Accurx and iGPR** to support safe, efficient clinical workflows and are committed to staff wellbeing, continuous improvement and professional development.

Main Duties and Responsibilities

Practice Administration

- Review, code and workflow all incoming patient correspondence (paper and electronic), including post, Docman and Accurx.



- Maintain accurate and up-to-date patient records within EMIS, including summarising new patient records and coding key clinical information.
- Action urgent clinical documents promptly, ensuring they are filed accurately within the patient record.
- Monitor and manage shared inboxes relating to workflow, coding, recalls and clinical administration.
- Manage a varied workload of clinical administrative tasks, including patient recalls, invitations, reviews, clinical searches, coding and correspondence to support contractual and clinical requirements.
- Update and maintain patient records using the clinical system, ensuring accurate coding and documentation.
- Monitor and action EMIS tasks, Docman workflow, Accurx responses, website enquiries and practice email inboxes throughout the day.

Private Work and Medical Records

- Process and coordinate a wide range of private medical services, including medical reports, certificates, insurance documentation, medical examinations, fitness assessments and other non-NHS work, ensuring requests are completed accurately and within agreed timescales.
- Prepare, process and securely manage requests for copies of medical records, ensuring appropriate redaction and compliance with GDPR, Information Governance legislation and practice policies.
- Liaise with GPs, nurses, patients, solicitors, insurers, employers and other external organisations regarding private work and administrative enquiries.
- Maintain accurate records of private work, invoices and payments, including reconciliation of payments received and updating financial tracking systems.

Team Working

- Work collaboratively with GPs, nurses, pharmacists, care coordinators and administrative colleagues.
- Build positive working relationships with internal and external healthcare professionals.
- Demonstrate flexibility by supporting colleagues during periods of annual leave or sickness where reasonably practicable.
- Participate in team meetings, mandatory training and continuous professional development.
- Maintain confidentiality and always comply with GDPR and Information Governance requirements.

Person Specification

Essential

Qualifications

- GCSEs (or equivalent), including English and Maths.

Experience

- A minimum of two years' experience in a busy administrative role within a healthcare setting
- Experience handling confidential information professionally.
- Experience maintaining accurate records and ensuring high standards of data quality.

Skills and Knowledge

- Excellent IT skills and confidence using computerised systems.
- Excellent written and verbal communication skills.



- Strong organisational skills with excellent attention to detail.
- Ability to prioritise competing workloads and meet deadlines under pressure.
- Professional, courteous and patient-focused approach.
- Strong interpersonal skills and the ability to work effectively within a multidisciplinary team.
- Ability to work independently using initiative and sound judgement.

Desirable

- Previous experience within General Practice or the NHS.
- Experience using EMIS.
- Experience using Accurx.
- Experience using Docman.
- Knowledge of medical terminology.

What We Offer

- NHS Pension Scheme (subject to eligibility)
- 5 weeks' annual leave plus bank holidays (pro rata for part-time staff)
- Sick pay
- Free flu vaccination
- Health and wellbeing programme
- Free on-site parking
- Company events
- Comprehensive induction and ongoing training
- Opportunities for professional development within a supportive and friendly team

Additional Information

This job description outlines the principal duties and responsibilities of the role but is not exhaustive. Duties may change in response to the evolving needs of the Practice and the wider NHS. Any significant changes will be discussed with the post holder before implementation.

Fallodon Way Medical Centre is committed to equality, diversity and inclusion and welcomes applications from all suitably qualified candidates. We are dedicated to supporting the wellbeing and professional development of our staff while delivering outstanding patient-centred care.