

JOB DESCRIPTION

JOB TITLE: Patient Co-ordinator

ACCOUNTABLE TO: Patient Services Manager

SUPERVISED BY: Team Leader

HOURS OF WORK: 24 - 37 hours per week.

The Practice operates from 8am until 6.30 pm. The hours of work will incorporate a mixture of 8am starts and 6.30pm finishes.

Flexibility for holiday cover/sickness is essential.

START DATE: ASAP

PROBATION PERIOD: Twelve months

The Practice Philosophy is:

- Comprehensive patient-centred care.
- Welcoming environment for patients
- Well motivated, caring, and efficient team

AIMS OF THE POST:

To provide a responsive and friendly service to patients, whilst maintaining a professional manner at all times. To work as an effective member of the patient services team and wider practice team, helping the Partners and staff to provide the highest possible quality of care to patients. To be polite and willing to help at all times.

To provide a comprehensive service to our patients, on the telephone, in person and by electronic communication. To ensure strict confidentiality at all times.

Good communication is extremely important within the practice, with patients and with outside agencies and the post-holder will be expected to help ensure that everyone who comes into contact with it holds the practice in high regard. Absolute discretion is required in protecting patient confidentiality. The post-holder will be required to work flexibly, working in the call room, at the reception desk, taking responsibility for admin functions and providing admin support to the wider team. You will be required to cover absences of other members of the team.

Major duties and responsibilities of the post are included in the role competency guide attached.

Major duties and responsibilities of the post:

These are the measurements for competences which you should be aiming to achieve, and which will be reviewed through probation and for appraisals.

Patients

1. Deal with patients in a courteous, empathetic, and efficient manner
2. Act as front of house contact for the Practice at our reception desk
3. Keep patients informed of any appointment running late
4. Deal with incoming telephone enquiries in the call room

MEDICAL PRACTICE

5. Get to know regular patients and build up a professional rapport and understanding of needs
6. Ensure confidentiality of information (written/electronic/oral) is preserved at all times, inside and outside of workplace
7. Follow practice procedures to ensure Caldecott and security requirements are met at all times.
8. Ensure compliance of the Data Protection Act 1998
9. Follow procedures to comply with Health and Safety standards, including COSHH where appropriate to ensure the safety of staff, patients, visitors, and premises.
10. Deal with complaints promptly, professionally, with empathy and following Practice protocol

Data

11. To ensure that the required patient information is recorded on computer (and where necessary in the notes), accurately and promptly. This process is controlled by the EMIS Web computer system.
12. To demonstrate ability to use EMIS web, Engage Consults, Microsoft Outlook, DOCMAN, Microsoft Word and Excel and other programmes and software as required.

Communication

13. To be a good communicator
14. Liaise with clinicians, and professionals inside and out of the Practice community in a professional manner and follow through on actions and requests.
15. To develop and maintain effective communications with all colleagues.
16. Supports others in the Patient Services Team and in the Practice as a whole.

Quality

17. To identify any issue or changes needed to working practice and report to line manager.
18. To take part in practice meetings and ongoing professional development as necessary.
19. To abide by the Practice protocols and guidelines for the Practice
20. Demonstrate commitment to continued professional development.
21. Demonstrate computer literacy
22. Participate in the induction and training of all members of practice staff.

Record keeping.

23. To keep adequate and appropriate records to ensure an effective audit trail.
24. As this is a trainee position, you are required to keep adequate record of training completed.

Other

The list of duties is not exhaustive, and the post-holder may be required to carry out other duties as necessary.

To provide cover for other staff in times of shortage, which may include basic admin tasks, medical secretarial work, EMIS web reporting. The role of the Patient Coordinator is likely to change from time to time to reflect changes in the needs of the Practice, or developments in the Care Quality Commission and wider NHS

Person specification

	Must have	Desirable
Enjoy working with the public	√	
Friendly and approachable, with good telephone skills	√	
If appropriate, willing to undertake distance learning	√	
Team Person	√	
Able to multitask	√	
Able to work desired times and flexible enough to work extra occasionally	√	
Reasonable IT skills	√	
Previous experience in a similar role	√	
Ability to take direction	√	
Ability to take responsibility	√	

Signed on behalf of the practice:

Date:

(Print Name:

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Signed by employee:

Date:

(Print Name:

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