

# **WINDRUSH MEDICAL PRACTICE**

## **JOB DESCRIPTION**

**POST TITLE:** GP Assistant – Administration & Care Co-ordination

**LOCATION:** Windrush Medical Practice

**RATE of PAY:** Competitive

**HOURS:** Approx 30 Hours Per Week

### **JOB PURPOSE:**

The role of GP Assistant will be to support the GP and wider clinical teams to ensure the smooth running of clinics by performing the complex administration tasks and patient liaison required for ongoing and exemplary patient care.

GPs work closely with a multidisciplinary team in coordinating all key activities including access to services, advice, and information. Ensuring health and care planning is timely, efficient, and patient-centred. The post holder will help specific patient groups to interact and engage with the practice in an efficient manner. You will support the provision of continuity of care and act as a point of contact for families, residents, and professionals for identified patients in your caseload.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

### **PRIMARY DUTIES AND AREAS OF RESPONSIBILITIES**

#### **PROVIDING SUPPORT TO GPs, which may include the following:**

- Coordinating patient referrals to include generating the referral paperwork using the GP consultation notes, test results and all other relevant clinical information.
- Processing patient referrals through the e-referral system.
- Completing forms & letters for the GP to approve such as Individual Funding Requests, private referral letters & other correspondence.
- Managing and triaging the main practice email inbox.
- Actioning clinical requirements from secondary care letters.
- Triaging and responding to patient queries via the practice website.
- Audio typing from GP dictations.
- Explaining treatment procedures to patients including arranging follow up appointments.
- Helping the GP liaise with outside agencies i.e. getting an on-call doctor on the phone to ask advice or arrange admission while the GP can continue with their consultation(s).
- Dermoscopy photography to aid advice & guidance referrals to Dermatology.
- Support the GP with seasonal immunisation clinics.

## **CARE CO-ORDINATION**

- Provide coordination and navigation for people and their carers across health and care services, working closely with other primary care professionals.
- Utilise population health intelligence to proactively identify and work with a cohort of patients to deliver personalised care and meet QOF targets.
- Help people to manage their needs through answering queries, making and managing appointments and ensuring that people have good quality written or verbal information to help them make choices about their care.
- Holistically bring together all a person's identified care and support plans, in line with best practice, based on what matters to the person.
- Raise awareness within the Practice of shared decision making and decision support tools, including how to identify patients who may benefit from this.
- As part of the multidisciplinary team, build relationships with staff in GP practices, attending relevant meetings, providing information and feedback on care coordination priorities.
- Be proactive in developing strong link with local agencies, and in encouraging equality and inclusions.
- Liaise directly with care homes and other key providers, and compile and circulate relevant information across stakeholder groups.
- Understand, put in place and adhere to safeguarding protocols for vulnerable individuals.
- Capture key information to enable comprehensive and accurate records of support, inputting these into clinical systems as required and adhering to data protection legislation.
- To actively seek to increase the number of referrals to Social Prescribers, in line with the PCN DES specification.
- To engage in any NHS Care-co-ordinator training programs as required.

## **CONFIDENTIALITY**

The post holder may have access to confidential information relating to patients, their carer's, practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

## **HEALTH & SAFETY**

The post holder will assist in promoting and maintaining their own and other's health, safety and security as defined in the Practice Health & Safety Policy.

## **EQUALITY AND DIVERSITY**

The post holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with the practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.

## **Person Specification**

	Essential	Desirable
Primary Care background	✓	
Investigative Mind	✓	
Experience working with EMIS Web	✓	
Experience in a similar role	✓	
Positive can-do attitude	✓	
Excellent organisational skills	✓	
Excellent verbal and written communication	✓	
Flexible and professional	✓	
Proficiency with current technology, including Microsoft Word and Excel	✓	
Ability to work with people with a wide range of skills and abilities	✓	
Experience of dealing with the general public		✓
Previous medical secretary experience		✓