

FAVERSHAM MEDICAL PRACTICE

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JOB DESCRIPTION

JOB TITLE: ADMINISTRATOR (OPHTHALMOLOGY)/RECEPTIONIST
(Care Coordinator)

REPORTS TO: BUSINESS MANAGER

HOURS: FULL/PART TIME

Job summary:

The purpose of the role is to:

- Provide administrative support when required for Faversham Medical Practice's contribution towards Primary Care Network (PCN) activity.
- Be responsible for the administrative processes and procedures of the Practice ensuring all functions are carried out in accordance with agreed procedures, protocols and timescales working closely with the Community Services Manager, Office Manager, Finance Manager and Business Manager and providing administrative support to clinical staff and other members of the practice team.
- Work to maintain standards expected by the Care Quality Commission.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.
- Ensure timely submission of claims and invoices.
- Provide an administrative support to the Practice (GPs, staff and visiting Consultants) through an excellent working knowledge of various IT systems.
- Be able to provide information as required through searches and data extraction using various IT sources.

Duties and responsibilities:

Ophthalmology Services

- Answer the eye services phone line, deal with queries and make appointments for patients to consult with eye clinic clinicians.
- Registration of patients on the Eye Clinic Software using the Practice computer and updating of address and contact details.

- Ensure patient test results are available for next appointment and forwarded onto patient's own GP.
- Prepare clinic lists and ensure paperwork is available for each patient.
- Send out appointment letters in a timely manner.
- Record and manage triage of new referrals.
- Print out clinic letters and distribute to relevant parties in timely manner.
- In conjunction with the Community Services Manager, plan clinic dates at least 3 months in advance.
- Rearrange clinics where necessary.
- Manage minor op lists to ensure optimal benefit for practice and patients.
- Manage waiting times and bring it to the attention of Community Services Manager in a timely manner if waiting times are going to exceed targets.
- Filing of paperwork.
- Putting away, rotate and tidy stock.
- Co-ordinate appointments for follow up clinics.
- Ensure adequate staff are available for clinics i.e. 2 nurses for certain minor ops, in conjunction with the Community Service Manager and relevant Clinician.
- Collate and input patient satisfaction scores producing quarterly reports.
- Deal with day to day enquires and change of appointments for patients.
- Liaise with hospital eye service and other providers.
- Keep all stationery including questionnaires, referral forms up to date and well stocked, informing Community Services Manager where appropriate.
- Attend eye clinic meetings and minute these if required. These meetings may be outside of normal working hours.
- Cover eye clinic reception when required.
- Liaise with clinicians concerning queries, messages and triaging.
- Attend practice meetings and training as necessary.
- Any other clerical task delegated by the Partners, Business Manager or Community Services Manager and which is within the scope of the post holder.

Enhanced Services

- Act as Practice Administrator for claims related to Enhanced, National or Local Services.
- Act as Administrator for processing the Practice Prescription Pricing Authority (PPA) claim.

Clinical Services

- Keep up to date with any changes in contracts and specifications to assist with making claims.
- Receive and action as appropriate the patient tracker - this might include booking in patients and sending them information, contacting Consultants and liaising with the Trust.
- Take part in meetings as appropriate.
- To ensure correct SNOMED (READ) codes are being used and all patient activity is being correctly recorded in the computer system.
- Set up and complete monitoring spreadsheets where necessary within the practice.
- Assist with checks on activity to ensure correct procedures and timescales are being adhered to.
- Monitor activity and patient satisfaction for all integrated services.
- Respond to queries and liaise with outside agencies where appropriate.

Urgent Treatment Centre

- Assist the Finance Manager with the monthly claim, processes, policies and protocols.
- Attend meetings where appropriate.

Practice Accounts

- Assist the Finance Manager with monthly invoicing, processes and data collection.
- Assist the Finance Manager with checking of delivery notes.
- Assist the Finance Manager with filing of invoices.

Information and Technology

- Assist with administration of the clinical system and act as Practice Coordinator for IT hardware including providing the email link for all matters relating to IM&T (EMIS, CSU, etc).
- Take joint responsibility for the production of the clinical rota and its associated functions in a timely fashion.
- Monitor the Practice email accounts, dealing with incoming emails as appropriate.
- Provide support, advice and training for current and new practice staff in the use of the clinical system and in resolving simple problems with PCs and printers, delegating as appropriate.
- Ensure new staff are appropriately entered onto the system and provided with the necessary passwords and smartcard.
- Oversee the maintenance of an equipment log so that the Clinical Commissioning Group (CCG) and Practice owned equipment is readily identifiable.

Quality and Outcomes Framework

- Act as a non-clinical cancer 'champion' coordinating referral practices, safety netting and screening activity in conjunction with the Practice cancer lead
- Maintain own knowledge of national, local and practice quality standards for chronic disease management and ensure all staff members are made aware of changes in a timely manner.
- Assist the Finance Manager in supporting staff in correctly identifying and targeting patients for assessment and treatment and provide reports on progress.
- Assist the Finance Manager to ensure all members of staff are aware of the importance of maintaining disease registers and assist in the validation process.
- Provide support and training for current and new staff ensuring that data quality guidelines are understood and adhered to.

Reception cover (when required)

- Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional. This may be for GP or nurse/Health Care Assistant clinics, Urgent Treatment Centre or any other service as required.
- Processing and distributing incoming (and outgoing) mail.
- Taking messages and passing on information.
- Filing and retrieving paperwork.
- Processing repeat prescriptions in accordance with practice guidelines.

- Scanning of post, new patient notes, previously filed patient notes and other documents as required.
- Administrative duties including Urgent Treatment Centre processes, policies and protocols.
- Chaperoning duties.
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures.
- Providing help and information to patients and visitors.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers.
- Clearing and re-stocking consulting rooms as required.
- Providing clerical assistance to practice staff as required from time to time, including word/data processing, filing, photocopying and scanning.
- Ordering, re-ordering and monitoring of stationery and other supplies. Re-stocking the stationery cupboard with these supplies.
- Provision of refreshments for staff and visitors as required; washing up afterwards and keeping the kitchen area clean and tidy.
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter.
- Act as Practice Administrator for training records for all GPs and staff.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, 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
- Ensure patient and Practice information is kept confidential and secure at all times, in accordance with the Information Security and Confidentiality protocols and in line with General Data Protection Regulations 2018.

Health & safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection prevention and control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection prevention and control procedures, maintaining work areas in a tidy and safe way, free from hazards

- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection prevention and control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Safeguarding:

It is the responsibility of all staff at Faversham Medical Practice to;

- Safeguard and promote the welfare of children and vulnerable adults.
- Ensure their safeguarding adults and safeguarding children training is up to date at the level appropriate to their role.
- Ensure the safeguarding policies and procedures in place within the Practice are adhered to during employment.

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 practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, with such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate