



Dounby Surgery

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Partners

Dr H Thomas

Dr M Thomas

Dr R Palmer

Salaried GP

Dr A Nicolson

Patient Service Coordinator

JOB TITLE:	PATIENT SERVICE COORDINATOR
REPORTS TO:	PRACTICE MANAGER/RECEPTION MANAGER
HOURS:	12 hours per week plus relief as required
SALARY:	AfC Band 2 £18,600 - £20,606 pro rata

Job summary:

Receive and greet patients and visitors to the practice in a welcoming and professional manner and to act as a point of contact between patients, visitors, GPs, healthcare professionals and practice staff.

Engaging with patients to provide advice and proactively signpost them to the most appropriate clinician or service.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone

Undertake a variety of administrative duties to assist in the smooth running of the practice, including the provision of administrative support to clinical staff and other members of the practice team

Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies

Work effectively alongside other teams and clinicians within the practice in a professional manner to nurture a spirit of collaborative team working.

Job responsibilities:

Administration

- To have a thorough knowledge of all practice procedures.
- To work in accordance of written protocols
- Booking travel for patients attending hospital appointments out-with Orkney.
- Sending emails and photocopying as requested
- Advising patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.
- Open and organise the distribution of post
- To take telephone and online requests from patients and accurately record all essential information on the clinical system

Reception

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
- Monitor flow of patients into the waiting room ensuring the appointment system accurately reflects the arrival of patients
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, and ensure procedures are completed.
- To deal with any verbal queries, concerns or complaints from patients in a professional manner and to escalate to the Reception Manager as appropriate.

Appointments

- Process appointment requests for on-the-day and future appointments from patients by telephone, online and in person
- Signpost patients to the most appropriate service/clinician
- Identify callers who may be requiring an immediate emergency response and refer to appropriate clinician, emergency ambulance response or A&E department
- Ensure total familiarity with all appointment systems including regular and incidental variations
- Deal with visits requests
- Using your own judgment and communication skills, ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
- Monitor effectiveness of the system and report any problems or variations to the Reception Manager or Practice Manager

Computer

- Registrations of new patients – computer data entry and medical records.
- Process patients change of address – computer data and medical records (have knowledge of practice area).
- Use of Microsoft Word and Excel
- Generating invoices
- Process repeat prescription request in accordance with practice guidelines.
- Action repeat prescription requests in accordance with practice guidelines and ensure that they are ready for collection within agreed timescales.
- Filing letters and results into medical records.
- Monitoring patient call and recall systems

Telephone

- Have working knowledge of telephone system and arrangements for after hours.
- Arrange for an ambulance for patients as and when requested by a clinician.

Other Tasks

- Ensure building security – have thorough knowledge of doors/windows/fire alarm.
- Opening up/locking up of practice premises and maintaining security in accordance with practice protocols
- Receive specimens for laboratory analysis from patients and advise patients of their test results on request
- Train and support new staff to ensure that the required level of proficiency is attained
- Make tea and coffee
- Any other tasks allocated by managers
- Offer general assistance to the practice team

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

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 and the practice infection 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 control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of 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
- Reporting potential risks identified

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 recognizes 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 which 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, such training to include:

- Participation in an annual individual performance review.
- 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize 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
- Attend practice meetings