Park Practice, Eastbourne

PATIENT SERVICES ADMINISTRATOR JOB DESCRIPTION

**JOB TITLE** Patient Services Administrator

**ACCOUNTABLE TO** Office Manager in the first instance

Practice Manager in such circumstances / absence of Office Manager

**JOB FUNCTION** The Patient Services Administrator is the first-line contact for most patients and other professionals, medical and allied staff. The main purpose of the job is to ensure that patients’ enquiries of whatever nature are dealt with efficiently and promptly, and that sufficient information is given to doctors and other staff at all times. The team work in a rota system covering all aspects of the practice administration system (telephone, front desk, prescriptions if required, Docman, results)

# MAIN DUTIES INCLUDE

1. Receiving and directing patients on their arrival, explaining surgery routines or procedures, notifying of any delays or changes with their appointment.

2. Handling enquiries including telephone enquiries, and forwarding on urgent enquiries to the relevant person as necessary. Recording on the computer any messages for the clinicians with expected actions required.

3. Making appointments for doctors, nurses, HCAs and phlebotomist.

4. Recording requests for home visits following practice procedures and passing requests for urgent visits through to the doctors.

5. Receiving requests for repeat prescriptions, entering details on to the computer, and passing completed prescriptions to the doctors for signing (if required).

6. Process Workflow prescription tasks on the Prescription Assist desk (if required).

7. Recording and distributing prescriptions to chemists (if required).

8. Process specimens and forms, ensuring the correct recording and storage.

9. Open and distribute post.

10. After training and in accordance with the practice protocol, process Emis workflow tasks (MM) for repeat blood tests/appointments with clinical staff as requested.

11. After training and in accordance with the practice protocol, process Docman Appointments tasks (DM) for appointments with clinical staff/repeat blood tests as requested.

12. After training, give patients their results in accordance with practice guidelines.

13. After training, use the MJog text messaging system to contact patients.

14. After training, use Emis-generated patient lists to contact patients for specific recalls.

15. Accurately recording a receipt of and safely storing petty cash money.

16. Informing appropriate member of staff of patients’ new addresses, telephone numbers.

17. Extracting relevant computer data; i.e. test results, scanned letters etc.

18. Completing registering of new patients, ensuring the practice protocols are followed.

19. Completing relevant forms and advising patients on the completion of various medical forms, ensuring correct fees are advised, forwarding onto the appropriate person in the practice or external agencies as required; i.e. PCSS, filing and ensuring third party consents are managed in accordance with practice protocols, policies and procedures and are passed to the appropriate member of staff for data entry.

20. To operate a scanning machine to file patient correspondence.

21. After training, read code information into the patient’s records.

22. Passing stationery requests to the Practice Manager’s PA as required, and undertaking postage tasks including Post Office visits.

23. Assist in keeping the doctors’ rooms tidy and stocked and ensuring the waiting / reception areas are also kept tidy before the end of your shift.

24. Recording and processing messages for all non-clinical staff.

25. Keeping notice boards tidy and up to date, removing any unapproved posters / leaflets.

26. Keeping a ready supply of practice newsletters and booklets in the holders.

27. To attend regular practice meetings, participating in the administrative and professional responsibilities of the practice team.

28. Forwarding any complaints or compliments received to the Patient Services Manager and in their absence to the Practice Manager’s PA. For serious complaints, the Practice Manager must also be informed (or the Deputy Practice Manager/Senior Partner in the Practice Manager’s absence).

29. Understanding the working of the practice emergency procedures both of a medical and non-medical nature.

30. At all times, carrying out duties with regard to Health & Safety at Work regulations, both within your immediate working area and working environment in general, and reporting any issues promptly to the Deputy Practice Manager.

31. To be aware of the Quality and Outcome Framework and commissioned services.

32. To be responsible for opening and locking up the surgery premises including alarm setting (if appropriate to your shift).

33. Be prepared to do any other duties deemed necessary during the working day, including cover for absent staff when requested.

**Specific Duties**

None

**All of the above duties are to be undertaken in accordance with General Data Protection Regulations and in line with Practice Protocols, Policies and Procedures**.

## QUALIFICATIONS REQUIRED

No specific qualifications are required for this position. However, an ability to cope calmly in sometimes stressful situations would be a distinct advantage.

**TRAINING**

Adequate training will be given within the practice to fulfil the above responsibilities. Further training will be given if found to be necessary following the yearly appraisal. Attendance at various relevant external courses will from time to time be necessary, as well as mandatory e-learning courses.

**ADDITIONAL DUTIES**

The partners reserve the right to redistribute duties among members of staff from time to time in periods of staff absence i.e. through holiday, illness or training courses etc. This will be arranged with as much time as is possible in conjunction with the post holder. Members of staff will not be expected to cover tasks they have not been trained to undertake. However members of staff may be required to assist other trained members of staff with such duties.

Evening work may be required on a rota basis.

**I …………………….…………….….…. accept this job description. However, I understand that it is changeable in the light of discussion with my manager at appraisals and upon agreement of objectives.**

Dated: …………………………………

Signed: …………………………………