

Trowbridge Health Centre

JOB DESCRIPTION

JOB TITLE: Patient Services Team Administrator
REPORTING TO: Patient Services Manager

Job Summary:

To work alongside the other members of the Patient Services Team to ensure high levels of quality are maintained across all areas of the practice.

Main responsibilities:

- To process the following: Internal & external post , Incoming electronic documents; 6–8-week baby checks, Insurance reports, midwife requests , Subject Access Requests, website forms from patients.
- To accurately check documents, code relevant information into patient records and assign to relevant staff or teams, in accordance with the document processing protocol.
- To manage THC email account daily and action , respond or distribute as necessary.
- To support the Patient Services Manager in, I.T. issues, waiting room screens and Website updates.
- To process incoming & outgoing paper & electronic records
- To manage requests to set up patient system online access, & deal with incoming messages & queries.
- To process New Patient Registrations & Temporary registrations
- To deal with administration relating to Patient Deaths

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.
- To monitor service provision to ensure that services are being delivered in line with contract

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, 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 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.

Changes to this Job Description:

The duties and responsibilities outlined in this list are neither definitive nor restrictive and may change in details from time to time as the post develops to meet the changing needs of the surgery.

This role is subject to relevant checks being completed prior to employment.