

Job Title: Scanner, Work Flow Administrator/Receptionist

Job Purpose:

To carry out administrative & reception related tasks as delegated by the doctors and non-clinical staff and to ensure that all incoming and internal patient correspondence is stored on/in the patients' medical record and relevant information is coded.

To carry out administrative/reception related tasks as delegated by the Deputy Practice Manager.

Job summary:

The purpose of the role is to:

- To ensure that all incoming and internal patient correspondence is stored on/in the patients' medical record and relevant information is coded.
- Offer 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.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Undertake a variety of administrative duties to assist in the smooth running of the practice, including the provision of secretarial and clerical 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.

Key Working Relationships

The range of individuals and organisations the post holder has contact with, how regularly and for what purpose:

- Practice Manager, Deputy Practice Manager, Operations Manager
- Administration/Reception Team - Daily
- Doctors, Nurses, Pharmacist HCA – Daily

Duties and Responsibilities

Scanning duties

- Follow practice protocols to ensure consistent and high-quality care is provided to our patients.
- Scan patient-related documents onto their medical record using read codes as agreed by the clinical team.
- Add any additional information about the source of the document.

- Forward the document to the doctor or nurse who initiated the referral or who is most appropriate in accordance with practice protocols following to receive the information.
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale.
- Scan all internal paper documents on to the relevant patients' record and then store the documents in line with surgery procedures.
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale.
- Scan all internal paper documents on to the relevant patients' record and then store the documents in line with surgery procedures.
- Identify relevant clinical information contained in patient correspondence.
- Code or free text the clinical information on to the patient record.
- Deal with queries relating to coding.

Reception/Administration Duties and responsibilities:

- Maintaining security in accordance with practice protocols.
- Maintaining and monitoring the practice appointments system.
- Processing personal and telephone requests for appointments, visits and telephone consultations, and ensuring callers are directed to the appropriate healthcare professional.
- Processing outgoing mail.
- Taking messages and passing on information.
- Filing and retrieving paperwork.
- Processing repeat prescriptions in accordance with practice guidelines.
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures.
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers.
- Dealing with clinical waste.
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter.
- Carry out administrative tasks relating to patient records, including filing, document management and ensuring patients can access reports, prescriptions and that they are easily accessible.
- The duties and responsibilities to be undertaken by members of the practice administration team may include any or all the items in the following list. Duties may be varied from time to time under the direction of the Deputy Practice Manager, dependent on current and evolving practice workload and staffing levels.

General Responsibilities for All Staff

The post-holder is expected to:

- Adhere to practice policies and procedures and relevant legislation including the requirements of any professional bodies
- Attend mandatory training as identified by the practice
- Highlight potential development areas

The post-holder must maintain the confidentiality of information about patients' staff and practice business in accordance with the Data Protection Act 1998, General Data Protection Regulation 2018 (GDPR) and Caldicott principles.

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

All members of staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

All members of staff have a responsibility to demonstrate due regard for safeguarding and promoting the welfare of children.

The practice has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.

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, the practice Health & Safety manual, 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 .
- Undertaking periodic infection control training (minimum annually).
- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 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, 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 audits where appropriate.

Important additional information:

Verwood Surgery will apply for written references and will undertake a Standard **Disclosure Barring Check** (DBS) check on the successful applicant.