

SCARBOROUGH MEDICAL GROUP

Job Description and Person Specification

JOB TITLE:	PATIENT SUPPPORT TEAM MEMBER
REPORTS TO:	PATIENT SUPPORT TEAM MANAGER
RESPONSIBLE TO:	PRACTICE MANAGER, AND PARTNERS
HOURS:	TBC
	<u>Additional cover is required for reception staff for holiday, study and sickness leave.</u>

Job summary:

The purpose of the role is to:

- 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
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies
- Every member of staff at the practice with no exception has a responsibility to review the processes they undertake each day and make suggestions for improvements to the appropriate manager or team leader

Duties and responsibilities:

The duties and responsibilities to be undertaken by members of the practice reception team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the member's line management, dependent on current and evolving practice workload and staffing levels:

- Opening up/locking-up of practice premises and 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 or that the correct slot type is booked into the correct clinic
- Undertaking to obtain correct information to patients who wish to register at the practice and registering them correctly onto the clinical system
- Maintaining the electronic links between the practice and the registering health authority as per protocol and guidance
- Scanning of patient letters and attaching those letters to patient record in the clinical system
- Updating patient's data sharing preferences on the clinical system in line with policy, protocol and guidance
- Processing and distributing incoming (and outgoing) mail
- Taking messages and passing on information personally and electronically to members of the practice team ensuring that all appropriate information is gathered from the originator of the message
- Accurately inputting blood test requests from GPs, nurses or other related healthcare professionals onto the electronic requesting system via the clinical record
- 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 members and associated healthcare agencies and providers
- Providing clerical assistance to practice staff as required from time to time, including word/data processing, filing, photocopying and scanning
- Providing patient results to the patient or their appropriate representative
- Provision of refreshments for staff and visitors as required
- Keeping the reception and waiting areas, notice-boards and leaflet dispensers tidy and free from obstructions and clutter
- Responding to patient concerns and providing a high quality level of customer services
- Unpacking deliveries made to the practice of general supplies and ensuring cleared away promptly
- To provide cover for other team members within the same cover rota as requested
- Undertake any other tasks relevant to the post as requested and considered to be within the remit of the reception role

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
- 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, 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

Policy and Service Development Implementation:

- Comply with practice policies and procedures as defined within the staff handbook and SMG Clarity Teamnet.

Responsibilities for Financial and Physical Resources:

- Undertake to manage the private fees process for patients, being aware of the procedure to undertake and administrating this procedure as requested
- Liaising with IT support services relevant to post and equipment used to instigate repair

Responsibilities for Human Resources:

- Assist with training of new staff as required.
- Provide annual leave / sickness cover as necessary
- Attend all mandatory training sessions and undertake any additional training required to fulfil the requirements of the role

Freedom to Act:

- Follow standard operating procedures and guidelines
- This job description contains the principal duties of the post and a range of other duties is implicit in these. The duties may be amended from time to time to reflect any changes in the needs of the service in discussion with the post holder.

Safeguarding Children and Vulnerable Adults:

- To ensure awareness and be alert to, the signs and symptoms of abuse in children through regular participation in mandatory and refresher child protection training.
- To be familiar with all relevant Safeguarding Children & Young People, policies and procedures and contact points, taking the appropriate action when there is knowledge or suspicion of a child who has been subject to abuse.
- To be familiar with all relevant Safeguarding Vulnerable Adults, policies and procedures and contact points, taking the appropriate action when there is knowledge or suspicion of a child who has been subject to abuse.

PERSON SPECIFICATION

Essential	Desirable
Education & Qualifications	
O/GCSE Level English or equivalent Good working knowledge of Windows IT packages Good keyboard skills	Customer Service Qualification ECDL Qualification Previous working knowledge of SystmOne clinical system
Relevant Experience	
At least 2 years administration experience including working knowledge of all general office duties e.g. photocopying, mail procedures, fax etc	Experience in a similar role within the last 5 years
Knowledge & Skills	
Good general education Knowledge of Microsoft Office applications Comprehensive knowledge of spelling and grammar	Knowledge of the NHS Comprehensive knowledge of medical terminology
Personal Attributes	
Excellent Communication skills Excellent written skills Excellent organisational skills Conscientious and flexible approach Ability to work on own or as part of a team Understanding of the meaning of confidentiality and the requirement for this to be maintained. Ability to respond quickly to changing priorities, organising and prioritising own workload to meet deadlines without direct supervision. High standard of accuracy. Effective time management skills.	

SMG JOB RISK PROFILE

Job title: Medical Receptionist

Department: Administration

Details of risk level

	Yes	No	High	Medium	Low
<p>The job profile is predominantly clerical / admin (please circle)</p>					
<p>The job involves</p> <ul style="list-style-type: none"> a) Invasive surgical procedures b) Lifting weights above 25kg c) Driving alone / passengers / goods d) Working at height e) Working with VDU's as a <i>significant</i> part of work f) Permanent night work <p>(please tick / circle)</p>	Yes	No No No No No			v
<p>There is potential exposure to</p> <ul style="list-style-type: none"> a) Violence / verbal abuse b) Vibration c) Noise above 85dB/A d) Cytotoxic agents e) Respiratory sensitisors (fumes / excessive dust etc) (Casenotes) f) Blood / body fluids g) Radiation 	Yes No No No Yes No No				v v
<p>The job involves contact with</p> <ul style="list-style-type: none"> a) Clinical / hands on patient / client care b) Moving & handling of loads c) Food preparation and handling d) Immuno-compromised patients 	No No No No				