

**DR I R DAVIS
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**The Surgery
Rendcomb
Cirencester
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RENDCOMB SURGERY

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JOB TITLE: CARE CO-ORDINATOR

REPORTS TO: PRACTICE MANAGER

HOURS: 20-25 Hours per week,

Job Summary:

To ensure administrative and clerical duties within the practice are carried out in line with the practice's guidelines and policies.

To be responsible for undertaking a wide range of administrative and reception duties and the provision of general support to the multidisciplinary team. Duties can include but are not limited to, typing and following up referral letters, greeting and directing patients, patient registration, booking appointments, processing of information (electronic and hard copy) and assisting patients as required. To act as the central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers.

Primary responsibilities:

- Initiating contact with and responding to requests from patients, other team member 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
- To assist the practice manager with clerical and administrative duties, when requested.
- Maintaining and monitoring the practice appointments system
- Processing personal, telephone and e-requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional
- Processing and distributing incoming (and outgoing) mail
- Filing and retrieving paperwork
- Action GP2GP tasks, when requested
- Nurse admin – joint responsibility for monthly recall letters, following guidance from the nurses. To include initial invite and follow up and, if required, telephone contact to patients in order to ensure their care is maintained to the highest standards
- Dispensary Drug Invoices – monthly reconciliation of invoices to statements
- Patient Information – joint responsibility for quarterly newsletters and submissions to Parish Magazines in a timely manner
- NHS Health Checks – to follow up patients who have not attended for their NHS Health Check, via telephone

- Carers – to help maintain the Carers Register and ensure up to date information is held on patient records
- Cytology – helping to ensure Open Exeter has up to date information regarding Prior Notification Lists and non-responder e-notifications, filing lab reports and liaising with the nurses regarding late results
- Finance – to run monthly reports from Emis Billing for outstanding invoices and to chase payments accordingly
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures
- Provision of refreshments for staff and visitors as required; keeping the kitchen area clean and tidy
- Keeping the reception area, noticeboards and leaflet dispensers tidy and free from obstructions and clutter
- To liaise and arrange meetings (to include the booking of rooms) as required and to attend meetings and take minutes.
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- To retrieve medical records and assist the completion of medical/insurance records.
- Scanning of patient related documentation and attaching scanned documents to patient's healthcare records
- Input data into the patients' healthcare records, as necessary, using the relevant read codes where appropriate
- To assist with the gathering of statistics and information when required.
- To provide cover for members of the reception and secretarial teams during periods of sickness and annual leave.
- In liaison with the member of staff responsible, maintain adequate supplies of office stationery in order to perform your secretarial duties.
- To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- Manage all queries (including administrative queries) as necessary in an efficient manner
- Any role appropriate tasks as delegated by the Senior Administrator or Practice Manager
- Maintain a clean, tidy, effective working area at all times
- Support all clinical staff with general tasks as requested

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. This will include:

- 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
- 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
- Monthly Fire alarm checks, and reporting of any problems to the Practice manager. Liaising with the Fire Alarm Maintenance Company whenever required
- Monthly Emergency Lighting checks, and reporting of any problems to the Practice manager. Liaising with the Electricians whenever required

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

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 and Continuous Improvement:

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

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone

counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

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

Learning and Development:

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake, and complete, mandatory training as directed by the Practice manager, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working:

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery:

Staff at Rendcomb Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security:

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct:

At Rendcomb Surgery staff are required to dress appropriately for their role and behave in a professional manner at all times

Leave:

Staff are encouraged to take all their leave entitlement in any one given leave year. A leave year runs from 1st April to 31st March.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.