

SOUTH MILFORD SURGERY & BRAMHAM MEDICAL CENTRE
Patient Services Administrator - Job Description

JOB TITLE	Patient Services Administrator
BASED AT	South Milford, Bramham or branches as required
POSITION REPORTS TO	Patient Services Supervisor

Job Summary

- To provide an efficient, safe and effective service for administrative services
- To provide a highly professional administration support to agreed standards
- To have a thorough knowledge of all Practice procedures.
- To work in accordance of written protocols
- To observe strict confidentiality on all matters relating to the practice and its patients.
- To observe all requirements relating to CQC obligations and health & safety at work

Key Responsibilities & Duties

1. To provide an internal service for the timely, confidential and effective receipt of incoming phone calls, booking appointments, arranging home visits, dealing with general enquiries and transferring of calls.
2. To provide an internal service for the timely, confidential and accurate processing of incoming mail/post.
3. To provide an internal service for the timely, confidential and effective actioning of task messages including telephoning patients, medication tasks, pathology results, district nurse referrals, booking appointments and other telephone tasks.
4. To be responsible for providing an effective and timely service for the registration of new patients wishing to join the Practice
5. To provide an internal service for the timely, confidential and accurate movement of information between the surgery and its patients.eg printing off forms such as blood forms, sick notes letters etc.
6. Other administrative duties that are required from time to time to support excellence in clinical service to the patient

A job description is not an exhaustive list and at times other duties of a similar nature will be delegated

Health & Safety & CQC

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, to 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
- Test fire and main alarm as required
- 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
- Reporting potential risks identified.

The post holder will assist in promoting and maintaining the agreed outcomes of CQC registration and explained in the booklet 'CQC & You' and adhere to the policies and protocols relating to this, to include;

- Adhering strictly to rules of confidentiality
- Respecting the patient and their carers
- Identifying risks in premises and equipment
- Understanding the issues around safeguarding of children and vulnerable adults and how to report concerns
- To attend and participate in required training both for your role and for wider surgery needs