



**JOB TITLE: GENERAL ADMINISTRATOR**

**REPORTS TO: ADMINISTRATION MANAGER**

**HOURS: 30-37.5hrs per week (minimum of 6 sessions per week)**

**Job summary:**

Responsible for answering and processing all incoming calls into the Practice using our online triage system called Klinik and clinical system EMIS.

Managing online Klinik requests received directly from patients.

Systematically working through our Appointment Management System (AMS) and booking medical appointments in chronological order.

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide 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

**Job responsibilities:**

- Open and prepare the premises punctually in the morning when first to arrive, de-activate alarm and make all necessary preparations to receive patients
- Ensure prompt response to incoming calls, deal with internal telephone enquiries; take and pass on accurate messages as appropriate;
- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice. Direct patients appropriately and respond to all queries and requests for assistance
- Deal with all general enquiries within the remit of the job role and signposting to other specialist internal teams where appropriate.
- Booking appointments with the nursing team and other specialist clinics following the written guidance at all times to ensure appointments are respectively booked dependant on skill-mix.
- Booking medical appointments with clinicians within the appropriate designated timeframes and communicating the appointment details to the patient via phone, text or letter.
- Processing triaged Klinik requests accordingly, updating the Appointment Management System or by other means such as booking nursing appointments.

- Ensure effective communication and use of language is maintained to a high standard verbally on the telephone and written when using the text messaging facility whilst communicating with patients.
- Direct patients appropriately and respond to all queries and requests for assistance, maintaining a positive attitude with empathy and great customer care.
- Showcasing Klinik to encourage patients to primarily use the online triage platform as the first means of contacting the Practice.
- Following the written protocol, recognise and understand potential life threatening situations and react accordingly.
- Using your own judgment ensure that patients with an urgent need are reviewed promptly. Understanding the patient's needs by using effective probing to ensure the correct level of urgency is applied.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed. Ensure all new patients are registered onto the computer system promptly and accurately
- Receive and record requests for home visits onto the system, ensuring careful recording of all relevant details.
- Enter patient information on to the computer as required, including making changes to patient demographics.
- Advise patients of their test results on request and encourage the use of NHS App to view their medical record including test results in future.
- Dealing with prescription enquiries confirming the status of the prescription. Signposting patients to obtain an emergency supply of medication via the Urgent Repeat Medication pharmacy scheme, where appropriate. Requesting urgent medication from the Prescription Team or Duty team where necessary. Encouraging patients to use the NHS App or online services to request their repeat medications, showcasing the advantages of doing so.
- Complete various tasks which can, arranging community nurse blood tests, organising patient profiles for external agencies on request, liaising with various hospital departments at RCHT
- Register new patients onto the clinical system, ensuring the written protocol is followed and adhered to with a high level of accuracy.
- Scan electronic and paper documents onto patient records following the written protocol
- Manage and process the contents of the internal Action Tray, including downloading data from 24hr BP & ECG monitors.
- Opening and distributing the internal post.
- Updating the pharmacy courier log with prescription data and filing prescriptions accurately.

- Maintain thorough familiarity with and utilise appropriately the appointment system, clinical system and other practice IT systems taking care to ensure that all relevant procedures (including logging on and off) are observed.
- Operate various office equipment as necessary, including photocopier, Klinik iPad, franking machine, laminator.
- Accept receipt of deliveries and store as appropriate
- Replenish stocks of various admin material/packs as and when required
- Regularly use the internal messaging system and email to ensure communication is good at all times
- Regularly attend admin staff meetings
- Undertake any other additional duties appropriate to the post as requested by the Partners or the Administration Manager.

### **Other specialist training**

Dependant on suitability, capability and overall working hours, the postholder may have the opportunity once established in their role to learn additional skills which form part of the General Administrator role such as:

- Processing repeat prescriptions
- Summarising patient records
- Providing direct admin support to our Duty team

### **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

### **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 recognises 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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise 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