

## Patient Services Team Member Job Description

<b>Job Title</b>	Patient Services Team Member
<b>Line Manager</b>	Patient Services Team & IT Manager
<b>Hours Per Week</b>	Varied

<b>Job Summary</b>
To be responsible for undertaking Patient Services Team Member duties. Duties will include a wide range of administrative and front line desk duties to support the multidisciplinary team and provide outstanding service to our patients

<b>Mission Statement</b>
To provide a caring and timely service to our patients. To be the best GP Surgery to work at in North West Leicestershire.

<b>Generic Responsibilities</b>
<p>All staff at Ibstock &amp; Barlestone Surgeries have a duty to conform to the following:</p> <p><b>Equality, Diversity &amp; Inclusion</b></p> <p>A good attitude and positive action towards ED&amp;I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do and it is required by law.</p> <p>Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.</p> <p>Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.</p> <p><b>Safety, Health, Environment and Fire (SHEF)</b></p> <p>This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.</p> <p><b>Professional Conduct</b></p> <p>At Ibstock &amp; Barlestone Surgeries, staff are required to dress appropriately for their role. Patient Services Team members will be provided with a uniform.</p>

## Main Responsibilities

The following are the core responsibilities of the Patient Services Team members. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

- Opening and Closing premises in line with procedures.
- Ensure an effective and efficient service is provided to patients and any other visitors to the practice.
- Ensuring that all public areas, reception area, waiting room areas and consulting rooms are stocked and are kept tidy and safe at all times.
- Booking, cancelling and amending appointments. Including taking basic clinical details and signposting patients requesting same day appointments.
- Dealing with general enquiries via multiple platforms including but not limited to face to face, email, SMS text message, the clinical system, letter and telephone.
- To be aware of confidentiality at all times; ensuring only the relevant and correct information is given to patients and outside agencies such as secondary care, police and carers etc.
- Assisting the medicines management assistant with processing prescriptions.
- Monitoring and processing of SystmOne tasks daily, ensuring they are completed effectively and in a timely manner.
- Correspondence management. Including processing paper and electronic documents, coding them and distributing to relevant clinicians as appropriate.
- Distribution of pathology results to responsible clinicians.
- Monitoring and processing own personal work emails.
- Monitoring and processing of practice emails (NHS.net).
- Referring patients to community services, for example the district nurses.
- Searches and reporting. Including dealing with Eclipse alerts and patient safety net searches.
- Preparation of patient notes to fulfil subject access requests on an ad hoc basis.
- SystmOnline/Online services management. Including registering patients for these services, removing access, granting access and answering patient queries.
- Identifying and contacting patients who have failed to attend for multiple appointments.
- Ensuring the death procedure is followed in a timely manner, minimalising any unnecessary stress.
- Using SystmOne templates to enter data onto patient records.
- Maintain, update and monitor the Practice computerised registration database. Including registering new patients, deducting patient's records, dealing with change of addresses, GP links and PDS alerts.
- Dealing with queries relating to computer software/hardware. Including liaising with LHIS and various other IT support agencies.
- Summarising electronic and paper records and dealing with GP2GP data.
- Handling of paper records. Including receiving, filing, photocopying and returning of paper records.
- Ensure 6 week baby checks are booked in a timely manner.
- Follow procedures for patients who are on the end of life/palliative care/cancer/care home/housebound registers.
- Assist with QoF, ensuring practice targets are met.
- Handling post. Including opening, distributing and taking outgoing post.
- Assist with reviewing and recalling patients who are due or overdue for reviews. Including long term conditions, drug monitoring.
- Attend meetings and undertake further training as agreed. Such meetings and training may be outside the normal working hours of the post holder.
- Providing holiday and sickness cover for colleagues as requested.
- Any other duties appropriate to the post as delegated by the management team/partners.
- Ability to work at either of the practices two sites and move between them at short notice.

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.

<b>Job Specification For Patient Services Team Member</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or 5 or above)	✓	
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of working in a customer facing role		✓
Experience of administrative duties		✓
Experience of working in a health care setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Microsoft Office and Outlook	✓	
Effective time management (Planning & Organising)	✓	
Ability to work as a member of a team and alone	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Has a "can do" attitude	✓	
Reliable and trustworthy	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Ability to understand the need for confidentiality	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to deal with difficult people and situations	✓	
Ability to work under pressure	✓	
<b>Other Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours		✓
Disclosure Barring Service (DBS) check	✓	
Full driving licence and access to own car	✓	
Live within 10 miles of either surgery	✓	