



JOB DESCRIPTION

Job Title:	Patient Services Assistant
Reports to:	Office Manager/Patient Services Manager
Work Base/Location:	Greenhill Health Centre/Shenstone Surgery
Internal Contacts:	Partners, all practice staff (other doctors, management team, ANP, nursing team and reception teams), Community Staff.
External Contacts:	Patients, Doctors, Consultants, Hospitals, Ambulance Service, Social Services, CCG, Insurance Companies, etc.
Job Summary:	To provide a high standard clerical service to the Westgate Practice, in order to ensure an efficient reception and administrative service for both patients and doctors.

Key Duties and Responsibilities:

1. To provide a welcoming, friendly, polite reception service for all patients and visitors responding appropriately to queries and requests from patients.
2. To book appointments for patients, assessing and providing the patient with a clear and concise care navigation pathway to ensure they are seen by the correct healthcare professional. These appointments may be with doctor, practice sister, ANP or other speciality services.
3. To receive calls, taking messages and dealing with them in an appropriate and accurate manner, ensuring important details have been taken, including who is calling, what they are calling about and a contact number to ring them back on.
4. To handle all incoming calls efficiently and accurately and deal with emergencies promptly.
5. To ensure actions requested by doctors are undertaken in a timely and accurate manner.
6. To ensure patient notes, letters, results etc are filed/scanned accurately in the medical records/computerised records.
7. To have responsibility for a specific administration task that may include:
 - Carrying out basic office tasks including photocopying of medical records.
 - Ensuring all patient's records are updated with the latest personal information and where applicable putting information on the office computer.
 - Ensuring all claim forms, request forms, prescriptions etc. are accurately completed and signed before handing over to patients, hospitals, third parties etc.
 - Ensuring new registrations are processed correctly and medical records are correctly sorted when received.
 - Preparing medical records for patients leaving the practice and returning promptly to PCSE.

Other Specific areas of work:

1. Assist in ensuring the office has a professional appearance and provides a pleasant working environment.
2. Actively participate in practice activity, e.g. staff meetings, team training, knowledge sharing etc.
3. To photocopy as requested.
4. Record out going post.
5. To chaperone patients (if trained to do so)
6. To keep up to date with practice policies and procedures.
7. To carry out any other duties as instructed by the Office Manager, or their representative, to ensure the smooth running of the office.

The above list of duties and responsibilities is not intended to be exhaustive. The post holder may from time to time be asked, by the Partners or their representatives, to undertake other tasks commensurate with their grade and post.

Confidentiality:

All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of patient records.

No Smoking Policy:

Staff may not smoke whilst in Health Centre or Practice premises. Full support will be given to any member of staff wishing to cease.

Flexibility:

Flexibility is essential at all times to ensure that the office is well staffed including at times of holiday and sickness. On completion of training staff based at Greenhill may be required to work at the Shenstone branch surgery. Shenstone staff may be required to work at the Greenhill Surgery. Some weekend work may be required during Flu season and other peak work times.

Uniform:

A uniform will be provided and worn by all staff whilst on duty. A name badge will also be worn at all times.

Health and Safety:

Whilst the Practice and the SES&SPCCG are responsible for safeguarding your health, safety and welfare whilst at work, all employees have an equal responsibility for maintaining safe working practices for their own health and safety whilst in employment. The post holder has a responsibility to bring to the attention of the Office Manager any failing which could be to the detriment of self, other employees, patients or visitors.

Staff must also ensure that they are familiar with the procedures to be followed in case of fire and that they know where the nearest fire alarm, extinguishers and fire exits are situated.

Changes in Primary Care:

The post holder should be aware that these tasks are subject to change, particularly when changes are imposed on the Practice by external organisations and the NHS in general. Any substantial changes will be discussed and training given as appropriate.

Training:

The practice uses the EMIS Web clinical system. Full training will be provided on an ongoing basis.

Safeguarding:

All employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to

Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

Date Job Description Reviewed: October 2020

PERSON SPECIFICATION

Job Title: Patient Services Assistant

Salary: TBC

Work Base/Location: Greenhill Health Centre Reception/Shenstone Surgery

Hours of Work: TBC

Job Summary: To provide a high standard clerical service to the Westgate Practice, in order to offer patients and doctors with an efficient reception and administrative service.

	Desirable	Essential
Qualifications		
GCSE grade A - C (or equivalent) in English		*
GCSE grade A - C (or equivalent) Maths	*	
Experience		
Experience in a clerical environment	*	
Previous employment in NHS or other medical environment	*	
Experience of using a computerised IT system		*
Communication		
Ability to take accurate messages from staff and members of the public		*
Pleasant telephone manner		*
Personal Qualities		
Good Communication skills		*
Ability to work under pressure and be resilient in effectively managing patient expectations		*
Ability to work on own initiative	*	
Smart appearance		*
Flexible approach to work load		*
Team player		*