

<b>Job title:</b>	Patient Coordinator
<b>Salary:</b>	£9.30 per hour
<b>Accountable to:</b>	Practice Manager
<b>Location:</b>	Benfield Valley Healthcare Hub (two sites) County Clinic Site Old Shoreham Road, Portslade, Brighton BN41 1XR Burwash Site 14 Burwash Road, Hove BN3 8GQ

### JOB PURPOSE

The role of Patient Co-Ordinator is to have a thorough knowledge of all practice procedures and to work in accordance of written policies. The role includes undertaking a variety of administrative duties to assist in the smooth running of the practice including the provision of administrative support to clinical staff and other members of the practice team.

A Patient Co-Ordinator is to receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way along with facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies.

### DUTIES

The following list of duties is not exhaustive ad may be subject to change as deemed necessary but the supporting management and clinical teams.

- Receiving patients, consulting with members of practice team
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery
- Ensure an effective and efficient and polite reception service is provided to patients and any other visitors to the practice
- Answer calls in a polite and professional manner
- Process requests of patients who are unable to use Klinik platform through Connect system
- Processing telephone requests for appointments and services using the Klinik platform and ensuring callers are directed to the appropriate healthcare professional
- Respond to general Klinik tasks and be responsible for patient contacts assigned to the Reception Team
- Deal with all general enquiries, explain procedures and make new and follow-up appointments as requested by the clinical team.

- Signpost patients to the relevant community service or external service provider where appropriate (such as self-referral, pharmacist, polyclinic, etc.)
- Receive and undertake administration for any incoming emails.
- Undertake all administration relating to incoming and internal tasks.
- Keeping the reception area, notice-boards and leaflet dispensers up to date, tidy and free from obstructions and clutter
- Ensure all letters/parcels are sorted for collection or redistributed when necessary.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, and ensure procedures are completed
- Registrations of new patients & births– computer data entry and medical records and filing of notes.
- Process all aspects of administration for Deaths & deductions
- Process GP2GP tasks for incoming and outgoing patients
- Process Requests to access online services (directly or via task)
- Support and train new staff using the competency scales once fully competent and Supervisor approves trainer level achieved.
- Hand over any ongoing or important issues at each shift
- Open up premises at the start of the day when first to arrive, and make all necessary preparations to clinical rooms, ready to receive patients
- Support medicines management team
- Be available for chaperoning patients or staff members when required
- Be available to cancel or rearrange clinical rotas or patient appointments when required and liaise with other teams to ensure patients are contacted effectively
- Train new staff within the team on any administrative task
- Follow the closing up procedure when required to

### **Practice Confidentiality**

- Maintain data security and patient confidentiality by adhering to auditable Benfield Valley Healthcare Hub processes and protocols
- In the course of your work, 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

## **Communication**

- Communicate effectively with all staff and patients
- Undertake effective communication in specific situations
- Communicate effectively with other team members
- Participate in team and practice meetings

## **Personal and people development**

- Take responsibility for own developmental learning and performance, including participating in supervision
- Take responsibility for maintaining a record of own personal development
- Complete all mandatory e-learning and ensure this is kept up to date.

## **Health, safety and security**

- Use and encourage others to be familiar with the personal security systems within the workplace according to practice guidelines
- Identify the risks involved in work activities and undertake them in a way that manages the risks
- Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate
- Be aware of statutory child health procedures, and statutory local guidance and referral criteria
- Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility
- Use the computer monitor safely
- Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health

## **Service improvement**

- Contribute to the preparation of local guidelines, protocols and standards
- Work with colleagues in the team on the development of current and new services and other initiatives

## **Quality**

- Be able to manage your own time effectively
- Give and receive feedback professionally and defuse situations using problem resolution skills to reduce potential for formal complaints
- Alert other team members to issues of quality and risk

## **Equality and diversity**

- Ensure own actions support equality, diversity and rights
- Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures
- Respect the privacy, dignity, needs and beliefs of patients and carers

## **Information processes**

- Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate
- Inputs accurate Read codes about patients to ensure accurate retrieval of information for monitoring and auditing processes
- Maintain confidentiality of information relating to patients, relatives, staff and the practice
- Take the necessary precautions when transmitting information

## **USE OF NEW TECHNOLOGY**

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

## **CONFIDENTIALITY**

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

## **EQUAL OPPORTUNITIES**

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

## **HEALTH AND SAFETY**

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line

managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### **NO SMOKING POLICY**

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

### **TRAINING AND DEVELOPMENT**

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

## AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature: .....

Print Name .....

Date: .....

Manager Signature: .....

Print Name: .....

Date: .....

<b>JD author (name and job title):</b>	Louise Bridle
<b>Date JD agreed:</b>	Sept/ Oct 2020
<b>Brief description of reason for review (if applicable)</b>	

<b>Version number</b>	1
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