**Faversham Health Centre · Bank Street · Faversham · Kent · ME13 8QR**

**Tel: 01795 562011/2 or 01795 562004 Fax: 01795 562014**

**Website: www.favershammedicalpractice.nhs.uk**

**DR D J MOORE DR N C L TAN DR C BAKER**

**DR G GUPTA DR C SAWITZKY-ESSER DR L GEORGE**

**DR C RICKARD DR G SMITH DR S THOMAS**

JOB DESCRIPTION

**JOB TITLE: ADMINISTRATOR/RECEPTIONIST**

**REPORTS TO: PRACTICE MANAGER**

**HOURS: FULL TIME (37.5 hrs per week) or PART TIME**

**Job summary:**

The purpose of the role is to:

* Offer 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
* Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
* Undertake a variety of administrative duties to assist in the smooth running of the practice, including the provision of secretarial and clerical support to clinical staff and other members of the practice team
* Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies

**Duties and responsibilities:**

* Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional. This may be for GP or nurse/Health Care Assistant clinics, Minor Injury Unit or any other service as required.
* Processing and distributing incoming (and outgoing) mail.
* Taking messages and passing on information.
* Filing and retrieving paperwork.
* Processing repeat prescriptions in accordance with practice guidelines.
* Scanning of post, new patient notes, previously filed patient notes and other documents as required.
* Administrative duties including Minor Injury Unit processes, policies and protocols.
* Chaperoning duties.
* Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures.
* Providing help and information to patients and visitors.
* Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers.
* Clearing and re-stocking consulting rooms as required.
* Providing clerical assistance to practice staff as required from time to time, including word/data processing, filing, photocopying and scanning.
* Ordering, re-ordering and monitoring of stationery and other supplies. Re-stocking the stationery cupboard with these supplies.
* Provision of refreshments for staff and visitors as required; washing up afterwards and keeping the kitchen area clean and tidy.
* Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter.
* Act as Practice Administrator for training records for all GPs and staff.

**Information and Technology**

* Assist with administration of the clinical system and act as Practice Coordinator for IT hardware including providing the email link for all matters relating to IM&T (EMIS, CSU, etc)
* Provide support, advice and training for current and new practice staff in the use of the clinical system and in resolving simple problems with PCs and printers, delegating as appropriate.
* Ensure new staff are appropriately entered onto the system and provided with the necessary passwords and smartcard.
* Oversee the maintenance of an equipment log so that the Clinical Commissioning Group (CCG) and Practice owned equipment is readily identifiable.

.

**Quality and Outcomes Framework**

* Maintain own knowledge of national, local and practice quality standards for chronic disease management and ensure all staff members are made aware of changes in a timely manner.
* Assist the Finance and Admin Lead in supporting staff in correctly identifying and targeting patients for assessment and treatment and provide reports on progress.
* Assist the Finance and Admin Lead to ensure all members of staff are aware of the importance of maintaining disease registers and assist in the validation process.
* Provide support and training for current and new staff ensuring that data quality guidelines are understood and adhered to.

**Enhanced Services**

* Act as Practice Administrator for claims related to Enhanced, National or Local Services.
* Act as Administrator for processing the Practice Prescription Pricing Authority (PPA) claim.

**Minor Injury Unit**

* Assist the Finance and Admin Lead with the monthly claim, processes, policies and protocols.
* Attend meetings where appropriate.

**Practice Accounts**

* Assist the Finance and Admin Lead with monthly invoicing, processes and data collection.

**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
* Ensure patient and Practice information is kept confidential and secure at all times, in accordance with the Information Security and Confidentiality protocols and in line with General Data Protection Regulations 2018.

**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 prevention and 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 prevention and control procedures, maintaining work areas in a tidy and safe way, free from hazards
* Actively reporting 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 prevention and control training (minimum annually)
* Reporting potential risks identified
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**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 that 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, with 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