

# **MEADOWBRIDGE SURGERY**

## **JOB TITLE – GP ADMINISTRATIVE ASSISTANT**

### **MAIN PURPOSE OF POST**

To provide administrative assistance to the GPs and the management of Meadowbridge Surgery.

### **SPECIAL REQUIREMENTS FOR POST**

- An understanding, acceptance and adherence to the need for strict confidentiality.
- An ability to use your own judgement, common sense & resourcefulness to respond to patient enquiries and requests.
- Excellent communication skills.
- Excellent keyboard skills with full knowledge of word-processing, spreadsheets, data base management.
- Ability to work without direct supervision and determine workload priorities.
- Excellent communication skills, an ability to work under pressure.
- A high standard of punctuality, neatness & professionalism.

**RESPONSIBLE TO:** GPs, Practice Manager & Office Management Team.

### **MAIN DUTIES & RESPONSIBILITIES OF THE POST (not exhaustive)**

- Administration role liaising between patients and the clinical team via telephone and reception duties.
- Administration role for NHS & Non NHS administration work liaising with the relevant personnel/patients in relation to this work.
- Dealing with GDPR requests to GPs and return of same to the patient in adherence to timescales required.
- Scanning and read coding of patient data onto their medical records.
- Monitoring and dealing with requests from Doctors for patient follow ups with hospitals and other medical professionals etc.
- Booking clinics and nurse appointments, ensuring they are fully booked.
- Recording and actioning of results, immunisations etc.

### **OTHER DUTIES & RESPONSIBILITIES OF THE POST**

#### **1 RECEPTION DUTIES**

- a) Ensure appointment system is properly organised and monitor flow of patients into consulting/treatment rooms
- b) Ensure patients without appointments, but who need an “urgent consultation” are triaged in a logical and non-disruptive manner
- c) Explain practice arrangements and formal requirements to new patients and those seeking temporary medical cover, ensure procedures are complete
- d) Advise patients of relevant charges for private services accept deposit payments and issue receipts
- e) Respond to all enquiries and requests for assistance from patients and other visitors

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- f) Enter requests for home visits daily on the appointment screen and include all relevant information and where necessary inform the doctor
- g) Action requests for ambulance transportation and other social services
- h) Ensure reception and waiting areas are kept neat and tidy at all times

### **2 COMPUTER (training will be given)**

- a) Sound knowledge of clinical system
- b) Read coding
- c) Print medical records from system
- d) Registration/de-registration of patients
- e) Call/recall system
- f) Develop document templates
- g) Mail merge
- h) Sound knowledge of applications including Word, Excel, Outlook
- i) Email & internet access
- j) Scanning
- k) Be familiar with all aspect of appointments, registration, patient history, surgery lists and recall systems as are necessary to carry out daily duties
- l) Record contacts with patients by telephone in accordance with practice protocol
- m) Be familiar with all aspects of scanning system including, workflow, read-coding and management of clinical correspondence
- n) Back-up the computer system in accordance with practice protocol
- o) Be familiar with the telephone answering system.

### **ESTABLISHING EFFICIENT OFFICE SYSTEMS**

- a) Process internal and external mail as per practice protocol
- b) Maintain appropriate filing system and keep accurate records of reports issued
- c) Administer the photocopying and scanning of patient's medical records under GDPR requests and at the request of Solicitors under the Access to Medical Records Act. Maintain a data base of these requests and ensure they are processed within required timescales.
- d) Maintain system for the recording of invoices issued and payments received for all non-NHS work carried out by the practice
- e) Prioritise and process letters, medical reports and dispatch within an appropriate time scale
- f) Maintain an up-to-date address/telephone directory of hospitals, consultants and other outside services available to patients
- g) Ensure sufficient stationary and consumables are available
- h) Send and receive documents by fax and e-mail

### **ASSISTANCE TO MANAGER**

- a) Attend & participation at admin training events and meetings.
- b) Be aware in relation to Zero Tolerance & Complaints Procedure policies.
- c) Take on any other routine/non routine duties as required by the Managers
- d) Follow daily opening & closing procedures.

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## **COMPOSE CORRESPONDANCE AS REQUIRED**

- a) Have the ability to compose non-routine letters, as required

## **RECEIVE ENQUIRIES AND LIAISE WITH HEALTH CARE PROFESSIONALS, PATIENTS AND EXTERNAL ORGANISATIONS**

- a) Assist with queries raised from patients, insurance companies, solicitors etc. regarding the completion of letters and reports
- b) Pursue requests and liaise with all members of the practice, HSCB, BSO and any other relevant organisations

## **SECRETARIAL DUTIES**

- a) Deal with routine correspondence
- b) Prepare statistics and information for reports
- c) Maintain files of admin information, reports etc.
- d) Maintain accurate patient database & update/input medical information as required
- e) File records and correspondence as required
- f) Receive/make calls in a courteous manner
- g) Divert and take messages as appropriate
- h) Liaise with hospitals regarding queries, waiting lists etc.
- i) Maintain admin systems as required

## **3 EMERGENCY SITUATIONS, PROBLEMS AND DIFFICULTIES**

- a) Be familiar with responding to a patient in an emergency
- b) Respond appropriately to a patient who is rude, aggressive or difficult in accordance with the practice Zero Tolerance procedure
- c) Be familiar with the Practice Complaints Procedure

## **4 MANAGEMENT OF APPOINTMENT SYSTEM**

- a) Ensure total familiarity with appointment system in effect including regular incidental variations
- b) Book appointments ensuring sufficient information is recorded to retrieve medical records
- c) Monitor effectiveness of the system and report any problems

## **5 DISTRIBUTION OF INFORMATION TO PRIMARY HEALTHCARE TEAM**

- a) Have the ability to identify the appropriate member of the practice team for:-
  - Discharge/out-patient hospital letters
  - Other letters/information

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## 6 OPERATION OF TELEPHONE SYSTEM AND MESSAGE TAKING

- a) Receive and make calls as required in a courteous manner. Divert calls and take messages as appropriate
- b) Inform patient of times when doctors are available for telephone consultations

## 7 RECEIVE AND DIRECT VISITORS

- a) Receive and Direct Visitors in accordance with the practice protocol
- b) Ensure the Reception Desk is always manned

## 8 DEALING WITH PATIENT REQUESTS FOR REGISTRATION

- a) Ensure practice arrangements and formal requirements are explained to patients requesting registration
- b) Ensure they are given the appropriate paperwork
- c) Give a practice booklet

## 9 DIRECT PATIENTS TO APPROPRIATE HEALTH CARE PROFESSIONALS FOR ADVICE

- a) Be aware of the services the practice provides in relation to health improvement/chronic disease management
- b) Keep up with practice leaflets
- c) Know relevant potential sources of information inside/outside the practice
- d) Health promotion material

## 10 CONSULTING ROOMS/STATIONERY

- a) Check all equipment is switched on/off including computers
- b) Keep own work area clean and tidy
- c) Ensure adequate supplies of paper are available for the fax machine and photocopier
- d) Identify person responsible for ordering stationary and consumables

## 11 MAIL HANDLING

- a) Open and distribute incoming mail in accordance with protocol
- b) Mail from outside the practice
- c) Circulars and hand delivered mail
- d) Prepare outgoing mail
- e) Know how to deal with routine, urgent items
- f) Awareness of availability of stamps and identification of persons responsible for ordering
- g) Know/learn how to use electronic mail, including faxing and e-mail

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## 12 RECEIVE TELEPHONE CALLS AND ELECTRONIC MAIL

- a) Ensure confidentiality is maintained whilst making/receiving calls by using ability to put caller on hold
- b) Receive and make calls as required
- c) Divert to appropriate people
- d) Take and record messages in accordance with protocol
- e) Ensure system is operational at the beginning/end of each day

## 13 ADMINISTRATIVE PROCEDURES

Be aware, assist and ensure practice protocols are met when dealing with the following:-

- a) Patient change of address
- b) DLA forms
- c) Sick lines
- d) Medical/Insurance reports
- e) Private medicals
- f) Requests for letters
- g) Contacting hospitals/out of hours
- h) Local development schemes e.g. flu campaign
- i) Recording out of hours information
- j) Filing of prescriptions/new patient information
- k) Make up new patient charts
- l) Retrieving and re-filing of medical charts

## 14 START AND END OF DAY PROCEDURES

- a) Open premises at the start of the day, switch on computers, prepare consulting rooms and make all necessary preparations to receive patients
- b) At the end of the day ensure computers are switched off, secure premises, making sure all windows are closed, ensure telephone has moved to OOH message and secure premises.

## OTHER

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or the Manager

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## Personnel Specification

### GP Administrative Assistant

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Qualifications</b>	At least 5 GCSE Grade A-C (or equivalent)	N/A	Application Form
<b>Experience</b>		At least two years secretarial/reception work.  Experience in medical background an advantage Experience in Vision IT system	Application Form References Interview
<b>Training</b>		Experience in use of Microsoft Office Applications	Application Form References Interview
<b>Special Knowledge/Skills</b>	Good verbal and written communication skills Able to prioritise work Secretarial Skills	Previous experience of managing admin of GDPR and non-NHS work	Application Form References Interview
<b>Personal Circumstances</b>	Able to be flexible in times of sickness and annual leave		Interview
<b>Physical Requirements</b>	Able to communicate effectively verbally and in writing		Application Form References Interview
<b>Attitudes and Dispositions</b>	Polite and friendly manner Tidy appearance		