



Newbury Street Practice

JOB TITLE: Patient Co-ordinator Lead
REPORTS TO: Practice Manager/Deputy Practice Manager
HOURS: 30-37.5 hours per week (TBC) covering a variety of shifts
(8.30-12,12-3.30 and 3.30-6.30)

Job Responsibilities:

The list of duties below is not exhaustive and may be subject to change as deemed necessary:

- Work with the joint patient co-ordinator lead, ensuring that the patient co-ordinator team runs smoothly and liaising with other members of the wider team as required.
- Deal with general telephone and front desk enquiries and all other tasks that make up the patient co-ordinator team's workload, acting as a role model in terms of attitude and compliance and practice procedures.
- Work with the joint patient co-ordinator lead in the general running of the Reception area in line with practice policies and ensuring that all work is completed by given deadlines. Ensure all templates and rota's are completed in a timely manner.
- Work with the joint patient co-ordinator lead in planning and executing inductions/training of all new staff, plus ongoing training for staff to ensure consistent efficient working of the team in line with practice policies.
- Work with the joint patient co-ordinator lead in managing sickness and holiday absence so that the requisite number of patient co-ordinator staff are in place to ensure the adequate functioning of the patient co-ordinator team.
- Work with the joint patient co-ordinator lead in ensuring that all practice protocols are understood by members of the team and adhered to, updating procedures as required.
- Assist with and minimise potential problems that may lead to complaints and receiving complaints when appropriate.
- Receive and implement changes to patient co-ordinator working procedures.
- Work with the joint patient co-ordinator lead in cascading information received to all patient co-ordinator staff and ensures understood/compliance.
- Work with the joint patient co-ordinator lead in supervising the correct use of the computerised appointment system daily and oversee the alteration or cancellation of surgeries/appointments as necessary. Monitor surgeries and convert any unused appointments to routine appointments (eg implants etc.)
- Maintain strict confidentiality on all matters relating to patients, their records and all work related matters.
- Contribute to and comply with robust Health & Safety policies and procedures for the practice.

- Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Manager/Deputy.

Confidentiality:

- While 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

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, to 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 control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

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 recognizes 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 which 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, such training to include:

- 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize 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