JOB DESCRIPTION

## JOB TITLE: Patient Coordinator

**REPORTS TO: Operational Manager/Business Development Manager**

**HOURS: 30 hours per week**

**Job Summary:**

You will assist and support the practice in providing an efficient, professional and welcoming front of house/first port of call to all of WMG patients and visitors to the practice.

You will be instrumental in ensuring that you help and support WMG adapt and grow into a health centre of excellence that is fit for purpose and able to adapt to the changes of Primary Care, outlined in the Government Health and Social Care Bill 2010 (Care Quality Commission).

**Main Responsibilities:**

* Assist the reception supervisor with monitoring and ensuring daily tasks are completed/up to date
* Provide support and assistance to colleagues, reception supervisor and operational manager whenever appropriate
* Provide assistance with mentoring new and existing colleagues and becoming a ‘buddy’ when appropriate
* Actively promote and encourage excellent customer service within the team
* Attend meetings as and when appropriate to represent the reception team
* Embrace change and lead by example
* Thorough knowledge of practice procedures and protocols
* To work in accordance of written protocols
* To review, update and maintain written protocols as and when required

**Main Roles:**

* Full and thorough knowledge of Choose and Book Referrals
* Issuing of Repeat Prescriptions including overseeing dossette boxes in line with practice guidelines
* Accurate data entry of registrations, amendments and deductions in line with data quality (knowledge of practice area)
* Medical Records – ensuring all records are kept tidy and in good repair with accurate information recorded on the outer cover
* IT – Full and thorough knowledge of EMIS, Docman, Tasks, GP TeamNet, NHS Mail
* Front Desk (rota system). Receiving patients consulting with members of the practice team. Managing patient queries and assisting colleagues as and when appropriate
* Telephone Support – answer and deal with calls in a timely manner
* Fax, e-mail, photocopy as requested
* Proficient in unlocking and securing the building both in the morning and evening with thorough knowledge of alarm and security procedures
* Compliant with all Health and Safety procedures
* Compliant in all matters relating to GDPR/Data Protection/Data Sharing including all patient records – ensuring they are securely filed away at all times

**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

**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:

* 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 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

**This is a description of the job as it is at present constituted. However, the Employer reserves the right to amend, modify and vary job and duties, either orally or in writing**