FALLODON WAY MEDICAL CENTRE
JOB DESCRIPTION

Job Title: Workflow, Coding and Recall Administrator

Responsible to: Operations Manager

Hours: 17 hours per week (up to 12 months Maternity Cover)

Job Summary

Fallodon Way Medical Centre's are looking for someone who will share our commitment to providing excellent healthcare to our patients. We require an enthusiastic and keen person to join our admin team. You must be able to work efficiently under pressure, be keen on learning and enhancing your skills and be able use you own initiative.

You will need to be able to work accurately and at pace in a multi-tasking environment.

The ideal candidate will ideally have a working knowledge of medical terminology and the ability to work accurately and methodically to screen incoming correspondence and add relevant information to patient medical records. It is desirable, but not essential, that you will be coding trained and have extensive knowledge of EMIS, the practice clinical system.

You will need to demonstrate excellent patient care by accurately processing incoming documentation and work flowing documents to the relevant clinicians within a timely manner whilst following clear procedures.

In addition, this post requires the support of patient recall systems and to participate in the effective running of the chronic disease and long-term condition review process.

By joining our team, you will benefit from:

- NHS pension
- 5 weeks annual leave and Bank Holidays. Entitlement is pro rata for part time employees
- In-house induction and excellent training opportunities

About Us

Fallodon Way Medical Centre is a practice within the Affinity Primary Care Network. This is an exciting opportunity to join our growing primary care team in a forward thinking, innovative, general practice.

Fallodon Way Medical Centre is a well-established surgery with 5 GP partners, 4 salaried GPs and a full wider healthcare team which includes a nursing team, advanced nurse practitioners, pharmacy team, first contact physiotherapist and mental health practitioner. We have a growing list of 11,000 patients, and we are also a training practice.

The clinical team is supported by a skilled and well organised administration and health navigation team.

We use EMIS for our clinical system, and utilise various digital platforms such as Accurx and Docman to support our processes.

Main Duties and Responsibilities:

- Help coordinate and recall patients for their Covid vaccinations and annual reviews (e.g. Diabetes, Hypertension, COPD)
- Ensure that both new and existing patient records need to be kept up to date and accurately coded and recorded on EMIS.
- Provide support to the clinical team by reducing their documentation workload and maintaining accurate medical records.

Job Description:

- Summarise all new patient records, ensuring patient safety by updating clinical information.
- Ensure that all essential history held in paper records is recorded in the electronic records.
- Receive patient information and communication via various methods to include post, emails, electronic document management and any others as appropriate.
- Date stamp and scan all incoming paper documentation.
- Code and workflow all paper and electronic documents.
- Action all urgent documents
- Review the content of incoming patient related correspondence.
- Prioritise and distribute, via electronic document management, appropriate patient information and correspondence to the appropriate people.
- Ensure documents are filed accurately to the correct patient record.
- Input data into patients' healthcare records as necessary.
- Carry out system searches as requested.
- Have full insight of the recall system, adapting and refining to maximise efficiency and ensure it is always fit for purpose.
- To be accountable for the handling of returned questionnaires to the practice.
- Engage in any other duties to assist with achieving QOF, Investment & Impact Fund and Enhanced Service targets.
- Work alongside the GPs, Nursing team and Management team to ensure robust recall processes are in place.
- Running reports, maintaining spreadsheets and taking appropriate actions.
- Ensuring that all QOF related data is captured.
- Be responsible for sharing processes and improvements with members of the management and admin team.
- Monitor shared email inboxes

This job description is not exhaustive you will be expected to carry out other reasonable tasks and projects as requested.

Person Specification – Workflow, Coding and Recall Administrator		
Qualifications	**Essential**	**Desirable**
GCSE Mathematics & English (C or above) or equivalent	☐	
Experience	**Essential**	**Desirable**
Experience of Microsoft Office software	☐	
Experience of working in a GP Practice		☐
Experience of working in a healthcare setting		☐
Knowledge/Skills	**Essential**	**Desirable**
Excellent communication skills (written and oral)	☐	
Strong IT skills	☐	
Excellent keyboard and computer skills	☐	
Willingness to learn and develop the role	☐	
Understanding of clinical coding		☐
Effective time management (planning and organising)	☐	
Ability to work as a team member and autonomously	☐	
Knowledge of creating and running searches in EMIS		☐
Knowledge of Ardens templates, searches and Manager		☐
Excellent prioritisation skills	☐	
Medical Terminology		☐
Understanding of QoF and recalls		☐
Knowledge of SNOWMED coding		☐
Qualities/Attributes	**Essential**	**Desirable**
Ability to handle sensitive information confidentially	☐	
Flexible and cooperative	☐	
Ability to self-motivate, organise and prioritise workload and meet deadlines	☐	
Ability to work independently as well as part of a team and to use own initiative.	☐	
High levels of integrity and loyalty	☐	
Supportive team worker	☐	
Flexible approach and willingness to adjust to the needs of the practice.	☐	
Ability to work under pressure	☐	
Efficient, organised and meticulous	☐	