

Location: Wandsworth

Reporting to Operations Manager

Hours of work: Permanent 37.5 hours per week

Education/Qualifications

- GCSE or equivalent

Experience

- Previous administration experience in a similar setting and ideally general practice.
- Experienced in providing information and advice to patients/relatives.
- The ability to exercise judgement when dealing with patient enquiries /problems.
- Excellent Computer Skills.
- Knowledge of EMIS web clinical system

Skills / Knowledge

- The ability to manage own workload and act independently.
- Experience working with EMIS Web
- Excellent communication and interpersonal skills.
- High degree of accuracy with regard to patient correspondence and filing.
- The ability to assist with training and development of new members of the administration team.
- Sensitivity and empathy with people from different backgrounds.
- Good standard of literacy and numeracy.
- Ability to work without close supervision.
- The ability to work to a professional standard



**UNLOCK YOUR
BEST WORK LIFE**

**+ MAKE A DIFFERENCE
EVERY TIME**



Patient Service Advisor

As a member of the GP Surgery and Walk in Centre the post holder will be responsible for the general administrative functions within the Practice including the provision of reception cover when necessary. Work within set routines, policies and procedures to provide a comprehensive high quality service to the unit, and able to deal efficiently and courteously with patients and relatives enquiries.

What you'll be doing:

- To answer the telephone promptly and deal with enquiries in a helpful and courteous manner, being aware of the need to maintain confidentiality at all times regarding patients and staff
- Booking, cancelling, amending patients appointments using the clinical software
- To maintain a good rapport/relationship between internal and external customers of the Practice at all times
- To have an overview of the demands and workflow of the Practice during the working day. To assist the Practice Manager in the daily management of the appointment system for registered and walk in patients
- To book/cancel and amend patients appointments using the clinical system and to book patients in on the walk in service when needed using NHS Smartcard to trace patients on the Spine
- Ensure the waiting area/reception front desk is kept tidy and keep forms and patient information stocked up where possible
- Assist visitors to the practice ensuring all visitors sign in the visitor book and to ensure all are signed out when leaving
- Monitor the waiting area and appropriately request for triages for patients who present with worsening symptoms
- To adopt a proactive approach and deal with any issue relating to Reception which may arise. Prioritising daily duties to ensure deadlines are met
- To reach practice targets by asking patients to complete the patient experience surveys on a daily basis
- Patient engagement – proactively inform patients of benefits for signing up to the online services where patients can book appointments, order repeat prescription and view their medical record
- Ad hoc duties as required from clinical and management team
- Effectively signpost patients to services appropriate to their needs
- To Fax and email referrals to the relevant hospital departments as requested by clinical staff & accurately document the receipt in patients records. Using e-RS (previously known as Choose & Book) to refer patients at the clinicians request, to print patients booking information and appointment summaries
- Process & Request the repeat prescriptions received in person, email and fax through medicine management in EMIS
- Filing of medical records, and prescriptions actioned by the GP
- Check and monitor the practice incoming emails that are received in the NHS Email account, responding to patient queries, and printing clinical correspondence
- To effectively communicate the complaints procedure when necessary.
- Ensure a good flow of communication within the reception team, particularly in response to problems.

UNLOCK YOUR BEST WORK LIFE

+ MAKE A DIFFERENCE
EVERY TIME



Other Factors:

- Ability to provide guidance and mentoring to other staff
- Ability to influence others to follow a particular action/policy/procedure
- Able to provide advice and information in a polite and courteous manner
- Ability to complete tasks to deadlines and to a specified standard
- Ability to be flexible in approach to work
- Fit to undertake the role
- Good personal presentation

Patient Service Advisor

- To ensure a handover is given to colleagues when shift ends. Communicating via the end of day checklist with the management team
- Ensure tasks in EMIS workflow are actioned within a 48-hour time frame where possible. Chasing results for patients and sending letters to patients who need to book an appointment.
- Send Discharge summaries to GP practices where their patients have attended the walk in service. To ensure data protection policy is adhered to when sending patient identifiable information.
- To assist with the DNA Policy – tracking patients who DNA their appointments and sending letters to them
- To distribute letters, memorandums, reports, and general correspondence as required and to ensure efficient maintenance of all records in accordance with Statutory and Company procedures.
- To ensure all correspondence received in the Practice is date stamped and receives prompt attention and that the Practice's filing system is maintained accurately and promptly.
- To accurately scan and code clinical correspondence on to patients record using the clinical software.
- To accurately manage the clinical correspondence once trained and assist with the GP's
- To attend and contribute to staff meetings and development meetings constructively.
- To identify problems with the operational systems in use within reception and make recommendations for improvement.
- In keeping with the general management role and as may be determined by the Practice Manager.
- To process incoming medical records and correctly mark them on the clinical system as received
- To process the deductions for patients who have left the practice. Correctly labelling all outgoing medical records and marking them on EMIS
- Monitor the Cancer referral tracking system to ensure patients have attended their appointment after 2 weeks from referral date.
- Filing and management of the medical records room.
- To assist with QOF Management – booking patients in for their annual reviews
- To Assist with enhanced services including PACT and Carers
- To manage the Coil/Implant waiting list and book patients into available clinics
- Report any untoward incidents such as complaints, clinical emergencies, and injury as per company policies/procedures.
- To provide administrative and clerical support and other support which may be requested from time to time by the Operations Manager and other senior personnel
- Updating the patient information leaflets within the practice, and ensuring notice boards in the consultation rooms and waiting are standardised.
- Processing deductions through EMIS web – for patients who have moved GP.
- IT troubleshooting – reporting errors with computers, printers and software to the appropriate IT service desk.
- Ad hoc duties from clinical and management team.

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.