

JOB DESCRIPTION

Name :

Job Title: **Workflow & General Administrator**

Reports To: **Kirsty Cook**

Hours: **30.5 (TBA)**

Job Summary:

- 1) To ensure all incoming clinical correspondence is logged, actioned and forwarded as appropriate.

To Read Code relevant information from a patient's clinical records into the Practice computer system.

- 2) To ensure that all incoming and internal patient correspondence is stored on/in the patients' medical record and forwarded to appropriate person
- 3) Maintain, update and monitor computerised registration data base & Links
- 4) Undertake other duties within the scope of the Administration Team following appropriate training.

Job Responsibilities:

- 1) To ensure all incoming clinical correspondence is logged, actioned and forwarded as appropriate.**

To Read Code relevant information from a patient's clinical records into the Practice computer system.

- Following training and continual audit and in line with proven frameworks and agreed policies, ensure incoming clinical correspondence is logged accurately, actions are taken and the document is forwarded as required.
- Ensure that the Workflow process is undertaken within 72 hours of receipt of letter.
- Review medical records and produce an accurate summary of the patient's medical history.
- Read Coding the information onto the Practice clinical system.
- Scanning / electronic mail in the absence of other admin staff.
- Registering of patients on to SystmOne Clinical System.
- Perform daily back-up of computer system.
- Undertake other duties within the scope of the Administration Team as requested by your Line Manager or other Managers within the Practice.

2) To ensure that all incoming and internal patient correspondence is stored on/in the patients' medical record and forwarded to appropriate person

- Sort and date stamp all incoming Royal Mail post
- Sort and date stamp all internal courier post
- Scan patient related documents onto the patient medical record using workflow on System One and open and allocate incoming electronic mail.
- Ensure System One has identified the correct patient against the document that has been scanned
- Via System One, forward the document to the Registered doctor of the patient or the person who is most appropriate to receive the information
- Ensure the correct letter type is added against the document being added.
- Download incoming patient clinical correspondence via email

3) Maintain, update and monitor computerised registration data base & Links

- Ensure all new registrations are entered onto the database and actioned as appropriate via SystemOne Registration Links.
- Update the database for all patient change of registration status as notified
- Ensure all transfers off registration database are effected as and when applicable – (deductions)
- Monitor accuracy of registration database as appropriate producing any necessary reports as required
- Contact the Registration Team / PCSE as required

4) Undertake other duties within the scope of the Administration Team following appropriate training.

- Photocopying of patient paper clinical notes as requested and required by the practice
- Inputting BP information received from patients
- Filing and retrieving paperwork
- Report faults and concerns with the software and hardware to a Manager
- Ensure security of data at all times
- Respond to tasks and requests from other staff members as appropriate to the role and following appropriate training
- Respond to patient queries

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.
- Attend Staff Training as required.