

NORTHAM SURGERY JOB DESCRIPTION

1. Job Details	
Job Title:	Clinical Administrator
Responsible to:	Clinical Administration Manager
Professionally Responsible to:	Practice Manager
Location:	Northam Surgery
Level:	<p>Level 1: Experience in General Practice or similar environment To be able to review and read code all clinical correspondence Adequately summarise new patient records To be able to provide adequate cover of specialist administration jobs of other clinical administrators Competency assessed through continual GP feedback</p> <p>Level 2: Minimum of 1 year experience working at Clinical Administrator level subject to change as role develops Become part of secretarial team including processing referral forms, audiotyping and secretarial cover Assist with training and mentoring of new staff Competency assessed through continual GP feedback</p> <p>Level 3: See also Lead Secretary Job Description Minimum of 2 years competently working at level 2 subject to change as role develops Competency assessed through continual GP feedback</p>
Training:	<ul style="list-style-type: none"> • Mandatory annual in house training • Completion of Medical Terminology Level 1 & 2 or equivalent. • To actively participate in development and review and work on an annual PDP • To ensure targets agreed at annual D&R are met and signed off

2. Job Purpose
To provide administration support to clinical staff, communicate between patients, all members of the practice team and outside agencies in a busy practice. Actively contribute to the achievement of practice objectives and ensure relevant CQC (Care Quality Commission) standards are maintained.

3. Dimensions
The Clinical administration team are expected to contribute and participate in the continuing high standards of the Surgery with the added ability to manage individual projects. The Clinical administrators are responsible to the Clinical Administration Manager.

4. Organisational Chart
<pre> Partners Practice Manager Clinical Administration Manager Clinical Administrator </pre>

5. Main Tasks/Duties and Areas of Responsibility

General

- Deal with problems and queries from patients, doctors, practice staff, attached staff and outside agencies face to face, on the telephone and through electronic communications
- Maintain accurate and up-to-date patients' records, recording data consistently and according to protocols
- Pro-actively participate in the gathering and recording of health information
- Data input/update not only that of patient details and patient information
- Deal with messages both verbal and written
- Actively engaging in the projects leading to the development of the practice and achievement of its goals.

Medical records

- Review and read code all clinical correspondence prior to being seen by clinicians
- Ensure any sensitive/safeguarding information is processed according to practice policy
- Ensure correspondence, including hospital and clinic letters, reports etc are scanned and filed to the correct patient record
- Adequately summarise new patient records
- Process electronic information transfers including test results and hospital correspondence, transfers of records in and out etc
- Redirect pathology results for GP/Nursing team
- Request Add on blood tests on behalf of GP/Nursing team
- Process Out of Hours reports (OOH) on behalf of GP/Nursing team
- Input health data to Aadastra for OOH's teams
- Request/return medical records from the off-site provider

Administration

- High Risk drug monitoring (DMARD's)
- Record details, sending out and invoicing of insurance reports, claims etc
- Photocopying including patient records
- Undertake work relating to the achievement of quality & outcome framework (QOF) indicators and enhanced services in the GP contract including annual invitation and recall of specific patient groups
- Alongside clinicians, actively audit and participate in the co-ordination of efficient and qualitative health care service provision for patients with chronic diseases. This may include attendance at meetings and actioning outcomes
- Attend team meetings whenever necessary, sometimes outside normal working hours
- Participate in significant event meetings
- Deal with post and parcels, sorting general (external) and confidential hospital (internal) post
- Have a delegated area of increased responsibility e.g. Insurance report requests, Cervical screening administration etc
- Be able to provide adequate cover of specialist administration jobs of other clinical administrators e.g. Insurance report requests, Cervical screening administration etc
- Assist with training and mentoring of new staff
- Cover reception team administration tasks in times of leave/sickness including registrations and prescriptions

Secretarial duties

- Audio typing and processing of all outgoing letters and referrals for members of the practice team in accordance with practice and national policies including "Choose & Book"
- Ensuring all referral forms are completed correctly (with mandatory information, if required) & submitted via eRS (Electronic Referral Service) or email
- Assisting patients and colleagues with information about referrals
- Daily checking of eRS worklists and dealing with queries etc appropriately
- Liaising with DRSS (Devon Referral Support Service) which may include chasing up referral information, querying possible errors, asking for advice etc
- Ensuring that all 2WW (Two Week Wait cancer) referrals have been allocated an

appointment (checking task list against Enquiries tab on eRS Enquiry)

- Lexacom Administrator
- GP2GP degraded entries & recoding, where appropriate
- Monitoring and actioning Generic email address for secretarial team
- Maintaining and updating details of NHS contacts
- Drug monitoring recall in particular Amiodarone, Carbimazole & lithium (Priadel)

Vasectomy Clinic

- Provide cover in absence of Vasectomy Clinic Secretary
- Processing new referral letters sent via eRS including registering of patients
- Update waiting lists for pre-op assessments and vasectomy procedures
- Contacting patients via letter/ accuRx / SMS
- Booking, cancelling and rebooking appointments
- Associated admin – Result letters, End of Care etc

IT

- Maintaining data protection and IT security
- Word-processing including reporting, creating and updating spread sheets, collating information etc
- Monitoring and actioning Generic email address for clinical administration team
- Use external systems including ADASTRA, Open Exeter, DRSS, eRS, Health Intelligence etc to input, update and maintain patient data

Telephone system

- Receive and make calls as required
- Take and record messages actioning where necessary

Housekeeping

- Keep the clinical administration office tidy
- Operate a clear desk policy
- Load/unload the dishwasher and keep the kitchen area clean and tidy where appropriate

Any other responsibilities considered appropriate to the post

6. Communication and Working Relationships

- To work as part of the Clinical Administration Team (and Secretarial Team L2/3) within the wider Practice Team.
- Develop and maintain effective working relationships with other team members and throughout the practice
- Practice excellent communication skills with patients, staff and outside agencies showing empathy and understanding
- A willingness to develop and expand core knowledge on all aspects of IT through both in-house and external training

7. Policies

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, you may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. You 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 and 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

Note: Rehabilitation of Offenders Act 1974:

In order to protect patients, the law specifically permits Health Authorities to obtain relevant information about an applicant's previous criminal convictions (if any). You are therefore asked to reveal all such convictions which you consider relevant to the applicant's suitability for this post. Any such information will be treated in the strictest confidence

8. Hours of work

Extra hours of work:

Staff may be required to work additional hours to provide cover for annual leave, occasional study leave and unexpected absences. Extra cover should be taken as time in lieu and where this is not possible would be paid at the normal hourly rate.

Attendance at meetings and training sessions held throughout the year will be paid at your normal hourly rate if held outside your working hours.

Improved Access Hours:

There may be occasions when staff will be required to work an evening or on a weekend. This would be paid at an enhanced rate.

Bank holidays:

There may be a rare occasion when staff are required to work a bank holiday and this would be paid at double your hourly rate.

Signed:

Manager

Signed:

Post holder