**JOB TITLE: Patient Co-ordinator**

**REPORTS TO: Patient Services Manager**

**HOURS: 20 – 40 hours per week**

**Job Summary:**

Working as part of a team the post-holder will assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way. Managing the expectations of patients, their carers or guardians in to provide a high standard of patient focused service. The post-holder will pro-actively communicate relevant information between patients and their healthcare professional.

The Patient Co-ordinator will develop good working relationships with:

* Patients
* GP, nurses and other surgery staff

**Key Responsibilities:**

* To support the Patient Services Manager in the delivery of safe and efficient responses to patient requirements.
* Working in our telephone hub being the first contact to our patient enquiries and appointment booking requests.
* Making of appointments by telephone and at the reception desk, using a computerised system.
* Letter scanning and filing, dealing with clerical patient changes of address, completion of forms etc. as required.
* Checking and completion of tasks as appropriate.
* Creation of new patient records.
* Control all patient files and related admin to required quality standards and in line with information governance, GDPR and DPA regulations.
* Maintain accurate records.

**Other Responsibilities:**

* To understand performance targets and achieve agreed KPI’s.
* To ensure clinical resource and appointment allocation are used in the most effective way.
* To support with information on complaints, concerns and incidents, working with the relevant Manager to resolve them in effective and timely way.
* To support change to both the service and the structure of the Surgery.
* To undertake any other duties commensurate within the post holder’s role as requested by Surgery Manager/Patient Services Manager.
* Attending training and events organised by the Surgery or other agencies, where appropriate.

**Communication**

* Adapt communication style and content to reflect different type of people when making contact.
* Ability to receive sensitive or contentious information and process appropriately.
* Promote positivity and effective working relationships with commissioners, other health care providers and other key health care providers and other key partners to support an integrated approach to high quality patient care.

**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.
* Whilst performing the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, surgery staff and other healthcare workers. They may also have access to information relating to the Surgery as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, careers, colleagues, other healthcare workers or the business of the Surgery may only be divulged to authorised persons in accordance with the Surgery policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety**

* Maintain the standards required for the health, safety and security knowledge & understanding as defined in the Surgery Health & Safety Policy.
* Use personal security systems within the workplace according to Surgery guidelines.
* Identify the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Make effective use of training to update knowledge and skills.
* Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Report potential & actual risks identified.

**Equality and Diversity**

* Support the equality, diversity and rights of patients, carers and colleagues, and challenge behaviours that fall below the standards required.
* Recognise the importance of people’s rights, interpreting them in a way that is consistent with Surgery procedures and policies, and current legislation.
* Respect the privacy, dignity, needs and beliefs of patients, careers and colleagues
* Behave in a manner which is welcoming to an individual, is non-judgemental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development**

* Participate in any training program implemented by Mendip Vale as part of this employment.
* Attend monthly whole practice meetings / team meetings to ensure continued understanding and up to date knowledge relating to practice systems and processes.
* Identify personal development and training needs.
* Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
* Participate in continuing education to maintain a contemporary level of professional knowledge and skill.

**Quality**

* Strive to improve quality within the Surgery.
* Assess own performance, ensuring competence, and being accountable for own actions, either directly or under supervision.
* Contribute to the quality assurance process and 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 ensure the best care for the patient, referring to the Patient Services Manager, Surgery Manger, or Senior Manager as needed.
* Effectively manage own time, workload and resources.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services**

* Maintain and update relevant Surgery policies, standards and guidance as directed by the Managers and Partners.
* Participate in discussions with members of the team on how the policies, standards and guidelines will affect their work.
* Participate in audits & meetings where appropriate.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to can be found on the Intradoc system, or alternatively copies can be obtained from the relevant line manager.

Signed Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | GCSE in English and Maths at Grade C or above, or equivalent experience.  Evidence of continued learning/personal development in relevant field | NVQ3 in Administration or equivalent or working towards. |
| **Knowledge and Experience** | Experience of reception roles  Experience of delivering customer service in an a corporate or NHS environment | Experience of implementing service improvements  Use of patient records systems (EMIS) |
| **Skills and ability** | Ability to prioritise tasks and manage competing demands on time, ensuring all deadlines are met.  Able to apply tact and sensitivity to establish trust and confidence.  Good communication skills, able to communicate effectively across different levels |  |
| **Other requirements** | Patient focused and compassionate about delivery of safe and effect care.  Ability to demonstrate commitment to Mendip Vales ethos and values  Resilient and flexible to meet service needs. |  |