



JOB TITLE: PRACTICE ADMINISTRATOR

REPORTS TO: PRACTICE MANAGER

HOURS: FULL TIME (37.5 hours per week)

Job Summary:

You will provide general secretarial/administrative support to the Doctors, Health Professionals and Practice Manager. This will involve and general administrative tasks including word processing, electronic filing and communication administration.

You will be a first point of contact for the surgery and liaise with many agencies and people inside and outside the service. You will represent the surgery at all times in a calm, courteous and efficient manner and demonstrate good customer skills.

You will organise the practice electronic, paper and telephonic communications reliably and efficiently and prioritise effectively. You will log and will actively manage incoming requests for information reports and other work and referrals to hospital, communications and other workflows to ensure the practice functions as efficiently as possible.

You will log and track payments for work carried out and ensure timely receipt and follow up of defaulters.

You will work cooperatively within a mixed team of receptionists, administrators and clinicians and will develop and facilitative good team-working.

Job Responsibilities:

Secretarial

- Provide an efficient, accurate and high quality word processing service for GPs and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, invoices, memorandums. We electronic tools which require editing and formatting before saving, printing and sending.
- Ensure that all word-processing of correspondence and reports is dealt with promptly and efficiently in accordance with agreed target times

- Manage the patient referral process safely and efficiently including the urgent 2 Week Wait cancer referrals, both to the agreed targets times and to confirm receipt.
- Expedite appointments/results/investigations as required by the Doctors
- Act as first point of contact for the surgery administrative team. You will liaise with patients, hospitals, Social Services, Health authority, insurance companies, solicitors' offices and other outside agencies
- Take messages for GPs and PM and any other staff members from patients and other agencies ensure the recipient has received them in a timely manner
- Handle incoming and outgoing mail passing through the Secretary's office efficiently
- Maintain workflow logs and manage your workflow efficiently, alerting the appropriate person when their work is outstanding and alerting the PM if a backlog of your work is likely
- Manage the Safety Netting process for the practice.

Assist with finances:

- Keep accurate financial records and maintain probity according to protocols
- Collect and log all cheques and direct credits received according to protocol
- Record all incoming and outgoing financial transactions
- Collate, log, check and prepare payment of all due bills
- Manage the Petty Cash, keep records and be accountable for balance of float each month and agree same with Practice Manager or Senior Partner
- Take banking and registered packages to Bank and Post Office on a regular basis
- Generate invoices for items of service to insurance companies etc and identify defaulters chasing payment and reporting persistent failures
- Up-date patient records appropriately reflecting private services and payment received.
- Ensure appropriate prescriptions are searched for on the computer system, collated and claims form accurately completed and sent with appropriate prescriptions to the PPA (Prescription Pricing Authority) according to protocol, monthly
- Check Practice Plus Group (Out of Hours medical care provider) bills against received individual patient Out of Hours activity reports, monthly, to ensure that each billed item corresponds with the service provided and that the patient is registered with the practice and to raise queries when necessary

Admin

- Manage all forms and requests for information or reports or copies of patient records from insurance companies, solicitors, social services, DWP, patients or other agencies received at the Practice within agreed target times
- Look up and record information as necessary in the patient computer health record
- Liaise with medical school to ensure smooth running of practice teaching programmes
- Scanning
- Emailing
- Maintenance of Registration Links.

HR

- Organise and place job vacancy adverts in papers or websites as agreed with PM
- Act as first point of contact with all applicants for all jobs advertised
- Manage the applications and sending of information to applicants
- Meet and greet applicants for practice visits
- Assist in interview process when appropriate
- Effectively manage locum and temporary staff agencies

Liaise with Contractors

- Liaise with a range of contractors as required on a regular and occasional basis
- Discuss with the PM specific requirements and find and instruct contractors appropriately, chasing up as needed
- Supervise routine work and consult with Practice Manager as appropriate
- Collect all work sheets from Contractors and ensure correct completion, comments and signature before passing to Practice Manager
- Develop a basic understanding of the role of contractors in supporting the Practice in service provision and adherence to Health and Safety Legislation
- Make reasonable requests to staff to ensure suppliers are able to carry out their work
- Request quotes for specified work and chase up to ensure timely delivery.
- Ensure that any contractors accessing the computer system for any purpose sign the Practice IT Policy

Supplies

- Maintain appropriate stock levels of stationery, computer and surgery consumables and other items and order in a timely manner for the smooth running of the practice ensuring adequate supply always available.
- Ensure supplies are kept secure and monitor to ensure they are not used excessively (eg expensive battery stocks)
- Ensure suppliers are chosen to provide best value for money at all times

Support to Practice Manager and Doctors

- Assist the Practice Manager with clerical and administrative duties
- Support the Doctors when required
- Arrange meetings, book rooms, provide agendas and take minutes when necessary

Information systems

- Ensure notice board displays, electronic display board, leaflets etc are tidy, up to date, informative and well presented
- Coordinate and manage practice electronic diary and calendars in liaison with doctors, PM and other staff.

- Maintain up to date practice contact list on practice intranet
- Manage information on practice intranet
- Assist in managing information for practice website, television information system
- Producing patient information leaflets, posters
- Keeping information boards and displays up to date, tidy and interesting.
- Managing patient campaigns in liaison with clinicians
- Assist with the gathering of statistics and information and helping to conduct patient surveys when required

Other

- Arrange for lunches to be provided for doctors and food for meetings when necessary as well as routine supplies of coffee, tea etc.
- Provide cover from time to time for members of the reception and admin team during periods of sickness and annual leave
- Ensure patient suggestion box kept supplied of paper and comments passed to PM and Senior Partner
- Any other administrative duties that may arise from time to time.

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

Mandatory COVID Vaccinations in Healthcare

As an NHS Employer and CQC provider of regulated activity we encourage and support vaccination uptake as this remains the best line of defence against COVID 19. New starters will be required to provide evidence of their vaccination status

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

- Recognise people's needs for alternative methods of communication and respond accordingly and with politeness and respect at all times

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