



# Pembroke Road Surgery

[www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk)

<b>Job title:</b>	<b>Patient Coordinator</b>
<b>Reporting to:</b>	<b>Reception Team Leader</b>
<b>Accountable to:</b>	<b>Operations Manager</b>
<b>Hours per week:</b>	<b>up to full time</b>

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## JOB SUMMARY

To provide a high standard of service, to assist patients in accessing the appropriate service or healthcare professional within the Practice. To work as a member of the Reception Team to ensure the smooth running of Reception, whilst taking a proactive role in maintaining an efficient and effective service to all patients. To act as a central point of communication and liaison, with other members of the Practice team. To ensure administrative and clerical duties within the Practice are carried out in line with Practice guidelines and policies. The post-holder will work closely, and under the direction of the Management Team to improve standards across a wide range of administrative activity

### Main duties:

- Opening and closing Procedures
- Taking calls, appointment booking and dealing with general enquiries
- Checking-in and directing patients on arrival at the surgery
- Message management
- Processing repeat prescription requests
- Taking and recording requests for home visits
- Registering new patients and temporary residents
- Tidy waiting room after morning and afternoon surgeries.
- Leave the reception area tidy and ready for incoming colleagues. Liaise with colleagues regarding unsolved problems.
- Maintain exemplary levels of customer service

**Administration:**

- Assist with scanning of medical post onto patient electronic records
- Updating Patient details
- Sending and receiving faxes
- Liaise with outside agencies, ensuring all leaflets/posters within the surgery are up-to-date

**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 recognises 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 recognise 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

### **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

**In the changing environment of General Practice, this role is designed to evolve and adapt to the needs of the practice, therefore this job description is a guide to the role and not exhaustive. Staff should be prepared to take on additional duties with additional training and guidance, or relinquish duties in order to maintain efficient running of the practice.**