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*Working together for better healthcare*

# 2019

## Patient Services Advisors Job Description & Person Specification –



**Practice Manager – Jo Gilford**

**Senior Partner - Dr Gareth James**

**Team Leader**

**Patient Services – Vicki Hill**

**Danetre Medical Practice**

**March 2020**



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An excellent opportunity has arisen for a Patient Services Advisor to join a friendly and busy GP Practice. The successful candidate will assist in offering general assistance to the Practice Team and project a positive and friendly image to patients and other visitors either in person or via the telephone. The post holder will also receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

The post holder must be motivated and enthusiastic and have excellent communication, organisational and IT skills and be able to work well under pressure. Previous experience in working in a GP surgery would be an advantage, however training would be provided to the suitable candidate.

The role would require the candidate to be flexible, and be willing to work mornings, afternoons and evenings, plus holiday and sickness cover.

**Currently we are looking to fill the position of 30 hours per week, Monday to Friday, between the hours of 12.30pm and 6.30pm**

What we will offer you in return:

- Flexible Part Time Working
- Generous Annual Salary
- NHS Pension Scheme
- 25 days Holiday a Year (pro rata) plus 1 days Birthday leave
- A good working environment. - *The practice itself is located in close proximity to Daventry Town centre in a modern building adjoining Danetre Hospital a community hospital which opened in September 2006.*
- Canteen on site
- Also adjacent to the Practice operating independently is Head Start Day Nursery & Boots Chemist

Closing date 8<sup>th</sup> 12<sup>th</sup> April with interviews to be held TBC

## Job Description

### JOB DETAILS

<b>TITLE:</b>	1 x Patient Services Advisor – 30 hours per week per position
<b>HOURS OF WORK:</b>	Monday to Friday between the hours of 12.30pm to 18.30pm
<b>SALARY:</b>	£17,598 (pro rata, Level 1b) £9.00 per hour
<b>DIRECT REPORT TO:</b>	Team Leader Patient Services
<b>IN-DIRECT REPORT TO:</b>	Operations Manager
<b>DATE:</b>	March 2020

### ABOUT US

The current list size of Danetre Medical Practice is approximately 12,800. Any increase over the last ten years has been due mainly to; natural change (more births than deaths); building development within Daventry itself and more recently migration from the rest of the UK and overseas. The boundaries of the Practice show we are large in terms of geographical size, with the majority of the land classified as rural.

The practice itself is located in close proximity to Daventry Town centre in a modern building adjoining Danetre Hospital (a community hospital which opened in September 2006) offering a wide range of services and delivering a high standard of care. Also attached to the Practice operating independently is Boots Chemist.

Currently the practice works with 5 x GP partners, 3 x salaried GP's, 3 x ANPs, 2 x Clinical Pharmacists and over 250Hrs of Clinical nursing support.

### ADDITIONAL INFORMATION

The post holder holds a position of importance, being the crucial link between the doctors, staff and patients.

Full training will be given in all aspects of the job.

Telephone calls are monitored and used for training purposes and to accurately record patient and GP information

You will be required to wear a uniform blouse and a name badge, which will be provided for you.

You will be expected to attend regular staff meetings. The meetings provide an opportunity to discuss matters arising from the job and can be used for in-house training.

## JOB PURPOSE

To work as part of a team delivering a first class, professional patient service, using a range of communication and administrative methods, to ensure that where possible patient enquiries are resolved at the first point of contact.

This part time role will be required to cover in periods of holidays, absence and sickness, and when the business need arises.

## KEY RESPONSIBILITIES

### GENERAL

- To work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures whilst managing own workload to deliver the practice priorities.
- Be a multi-skilled operative and undertake duties as required and directed by the Team Leader in connection with the delivery of patient services:
  - Contact Centre
  - Reception Service
  - Results Service
  - Repeat Prescriptions Service
  - Data Management
  - Administrative Support
  - Summarising

*Although the focus of the role will be to undertake activities as detailed the role will also be evolving as the balance of care shifts from hospital to general practice.*

- Ensure a high quality service provision across the hours of operation ensuring an efficient hand-over between staff
- Adhere to established procedures and agreed Key Performance Indicators to enable quality standards to maximise patient satisfaction
- Support the development and implementation of technology and systems
- Perform support tasks examples of which are: organise forms; photocopying; maintenance of files; undertake reminder calls:
- Using a range of communication and administrative methods, ensure that where possible patient enquiries, payments and complaints are resolved at the first point of contact
- Using DMP's systems and databases enter, store and/or retrieve, summarise information as requested or otherwise necessary

- Ensure that every consideration is given to patients and visitors at all times.
- Ensure regular attendance at Practice Development and training days and team meetings even if it means attending site when not on shift.
- To work closely with the support services team, ensuring an effective level of service provided to patients and staff based with the practice.
- Perform any other duties as requested by the Team Leader.

### **KEY WORKING RELATIONSHIPS**

Management Team  
Staff and clinicians  
Associated staff

Partner GP's  
Patients

### **CONFIDENTIALITY**

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.

### **REHABILITATION OF OFFENDERS ACT 1974**

This post is not exempt from the provisions of the Rehabilitation of Offenders Act 1974. Therefore the post holder is required to disclose any spent convictions.

***THIS JOB DESCRIPTION IS SUBJECT TO CONSTANT CHANGING NEEDS WITHIN THE WORK SITUATION AND WILL BE REVIEWED ANNUALLY IN CONSULTATION WITH THE POST HOLDER***

## Person Specification

- GCE/GCSE/NVQ level 2 or equivalent; or detailed patient services knowledge
- Must have customer/patient care skills and have worked in a customer/patient facing environment
- Demonstrable good written and verbal communication skills
- Ability to compile and analyse statistical information
- Experience of working with clinical systems ie. SystmOne would be desirable
- Ability to remain calm when dealing with difficult or distressed people
- Commitment to health and safety, equal opportunities and anti-discriminatory practices in employment and service provision
- Understanding of the needs for confidentiality and compliance with service regimes.
- Ability to work on own initiative and as part of a team.
- Experience of working in a public sector/healthcare environment would be advantageous
- Excellent organisation skills required along with ability to prioritise and work to very high standards of performance
- Able to think ahead and anticipate issues
- Ability to be assertive, but polite and patient
- Competence in Microsoft Office packages (Outlook, Word, Excel)