

**JOB DESCRIPTION**

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| **Job Title:** | Patient Advisor/Administrator |
| **Band/Pay:** | £ 9.75 per hour |
| **Department:** | Channel View Medical Group |

**Job overview**

Channel View Medical Group is a large, friendly, busy practice with approximately 17,500 patients. We are looking for an enthusiastic and motivated individual to join our Patient Advisor/Administration team. There is more than one position available, and we require staff to cover full time hours of 37.5 per week, however we would also consider applications for part-time hours.

Applicant must have excellent I.T. and organisational skills, be able to work independently and as part of a team and work efficiently under pressure.

**Main duties of the job**

The main purpose of the post is to provide a full range of administration support for the Practice.

Meeting and greeting Patients and Visitors to the Practice and directing them appropriately.

Deal with telephone calls into the Practice, navigating patients and other callers to the appropriate acre or department they need.

Miscellaneous administration duties.

**About your new team and department**

Channel View Medical Practice has a team of approximately 70 staff covering clinical and non-clinical roles. We are based over 4 sites two sites in Teignmouth, one site in Bishopsteignton and one site at Chudleigh.

All employees are expected to show a high standard of teamwork. This includes cooperating in undertaking the work of absent colleagues or assisting others where the workload is particularly high. Accordingly, there may be a requirement to undertake other duties.

**Detailed job description and responsibilities**

* Attend to patients at reception desk, deal with their enquiries, book appointments, amend and change appointments as required
* Ensure that patients without appointments but who need “urgent consultation” are seen in a logical and non-disruptive manner
* Answer telephone and deal with all enquiries, directing patients to the appropriate place and /or person
* Scan correspondence on to patients’ medical records and ensure that coded entries are appropriate and accurate
* Supporting GP ‘s with general administration, including contacting patients , health care professionals, giving out information, making appointments,
* Deal with New patient registrations, ensuring information provided is complete and accurate and records updated as per protocols
* Receive & action patient requests for authorised repeat prescriptions
* Retrieve and re-file medical records as required, ensuring strict alphabetical order is adhered to.
* Ensure information is recorded on patient record accurately
* Computer data inputting; processing and recording information in line with practice protocols
* Assist Practice Manager and Teams with a variety of administration and tasks as and when required.



**PERSON SPECIFICATION**

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| **Attributes** | **Essential** | **Desirable** |
| **Qualifications and training** | GCSE level or equivalent  A-C in Maths & English |  |
| **Knowledge and experience** | An understanding of General Practice | Experience working within NHS /Primary care  Experience of using Systmone software |
| **Specific Skills** | Clear professional telephone manner  Good Communication/interpersonal skills  Friendly disposition | Experience of scanning and workflow |
| **Requirements due to work environment/conditions** | Reliable, Flexible and Motivated |  |

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| **Physical skills** | Good Keyboard skills |
| **Physical effort** | Able to sit at workstation answering telephone calls/ data input for a long period (approx. 4 hours) |
| **Emotional effort** | Understanding and patience ability to remain calm under pressure or at busy periods |
| **Mental effort** | motivation and a positive approach to the work |