

**Harborne Medical Practice
Job Description and Person Specification**

Job Title:	PATIENT SERVICES OFFICER
Responsible to:	Team Lead
Responsible for:	Own work area
Job purpose:	To provide high quality administrative and reception support to partners, staff, patients, relatives and other key stakeholders . To work flexibly, including evenings and weekends where necessary to ensure the delivery of an effective and efficient service at all times.

Job Description

Main duties and responsibilities

1. Provide reception duties

- Open and close the practice where required
- Receive and direct patients and visitors on arrival
- Ensure reception waiting areas are kept clean and tidy

2. Operate telephone system

- Receive and make calls as required, ensuring patient requests are appropriately navigated to the most appropriate clinician or service.

3. Manage appointment system

- Effectively use practice appointments system by booking these to meet patient need

4. Manage medical records

- Ensure patient information and correspondence is appropriately processed and recorded on electronic and paper filing systems
- Update electronic and paper medical records as required
- Input on to and remove patients off clinical systems

5. Process incoming and outgoing post

- Ensure correspondence is processed, actioned, recorded and distributed appropriately
- Provide Workflow/Summarising support to clinicians

6. Process repeat prescriptions

- Receive and process requests for medication

7. Provide and maintain information required for QOF, public health and other agreed targets

- Monitor designated workstreams and provide alerts, reports and information regarding compliance to clinicians and managers as required.
- Take necessary follow up action related to designated workstream areas, including contacting patients to arrange appointments.
- Ensure all patient interventions are correctly recorded and coded.

8. Process test results

- Receive and process test results from GP's. Ensure that these are provided to patients in line with practice policy, particularly in relation to confidentiality.

9. Self-development

- Participate in supervision and training as required to meet the requirements of the role.
- Participate in the practice appraisal system.
- Perform tasks to the best of ability and contribute to the performance of the team.

10. Quality, Governance & Compliance

- Provide, collect and collate statistics, prepare reports and undertake research as required by the Business Manager.
- Organise and participate in relevant practice audits and take any agreed actions.
- Contribute to practice KPI achievements
- Work within contractual and legislative requirements to ensure that the practice is safe, efficient and provides the best possible care for patients.
- Offer suggestions to the Performance Team and Business Manager regarding practice improvements.
- Provide advice and guidance to colleagues within the scope of the role.
- Apply practice policies, standards and guidance.

11. Undertake any other duties commensurate with the post

- Support colleagues to provide service as required, including working flexibly to provide emergency cover
- Participate in appraisal, supervision and training as required

Person Specification

QUALIFICATIONS	Essential	Desirable
• Good standard of general education, including English and Math	✓	
• Administration / IT qualification, such as NVQ 2, City & Guilds 2, CLAIT		✓
• GCSE English level C and above		✓
• GCSE Math level C and above		✓

EXPERIENCE/KNOWLEDGE	Essential	Desirable
• Worked in administrative / reception role in general practice	✓	
• Working in a team	✓	
• Working in a customer facing role	✓	
• Working independently and using own initiative to prioritise	✓	
• Using software packages, such as Excel, Word, Outlook	✓	
• Using telephone systems	✓	
• Use of Care Navigation		✓
• Understanding of medical terminology		✓
• Provision of Workflow		✓
• Using clinical systems, such as EMIS, Docman		✓
• Managing patient lists to meet targets, such as QOF		✓
• Liaising with external organisations and individuals, both face to face, by email and by telephone		✓

SKILLS & ABILITIES	Essential	Desirable
• Excellent communication skills (Written and Oral)	✓	
• IT and keyboard skills	✓	
• Time Management and the ability to work to deadlines	✓	
• Problem solving skills	✓	
• Planning and organising	✓	
• Interpersonal skills	✓	

BEHAVIOURS	Essential	Desirable
• Customer focussed	✓	
• Performs well under pressure	✓	
• Flexible and adaptable to work an evening or weekend on rota basis	✓	
• Uses initiative	✓	
• Team worker	✓	
• Self motivated	✓	
• Pays attention to detail	✓	
• Maintains confidentiality	✓	
• Responsible attitude towards health and safety	✓	
• Flexible	✓	