

THE ORCHARD PARTNERSHIP

Job Specification

Job title: Administrator

Hours per week: 25

Post Holder:

Accountable to: The Partners

Responsible to: Assistant Practice Manager

Responsible for: Self

Job holder's objective

To assist in the smooth running of the practice; to provide comprehensive, high quality, administration services to patients, visitors, Health Care Professionals and colleagues at the practice and associated organisations.

Core Principles

- To be courteous and polite to all people associated with the practice on the telephone, face to face or in written form
- To ensure confidentiality of information (written/oral or electronic) is preserved at all times whether at or away from work in accordance with the contract of employment
- To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- To follow procedures to ensure compliance with the Data Protection Act 1998
- To follow all practice policies, protocols and procedures concerned with the maintenance of ethical practice
- To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity
- To contribute to a culture of continuous improvement
- To deal with complaints promptly and according to practice policy
- To perform duties to standards required by the practice in accordance with quality assurance
- To demonstrate commitment to Continuing Professional Development
- To demonstrate computer literacy

Essential Activities

1. Call and Recall

Performance will be satisfactory when:

- Patient call and recall systems for chronic disease management, QOF and any other services offered by the practice are developed, implemented and monitored using the computer system

Cervical Smear Admin

Performance will be satisfactory when:

- Results are accurately computerised weekly
- Non-responder recall/admin is completed monthly
- Letters are filed onto patients' medical records and coded accurately before being sent

Childhood immunisations

Performance will be satisfactory when:

- An immunisation target report is run quarterly and presented to the Practice Manager within 2 weeks of the end date of the quarter, highlighting where the practice has not achieved 90%
- Reminder letters are sent to patients with outstanding immunisations helping the practice achieve 90% uptake target
- Letters are filed onto patients' medical records and coded accurately before being sent

2. Word Processing

This involves providing an efficient audio, copy typing and word processing service for clinicians and management as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums, etc. in an accurate and quality manner.

Referrals

Performance will be satisfactory when:

- Urgent referrals are typed/inputted and sent to the required recipient by the end of the working day
- Non-urgent referrals are typed/inputted and sent to the required recipient within 3 working days
- Referral documentation is filed onto the patient's medical record and coded accurately before being sent to the required recipient
- Referral material is populated within the clinical computer system and uploaded onto the practice intranet within agreed time frames

3. Information processing and handling

Performance will be satisfactory when:

- All searches requested by Doctors or the Practice Manager/Assistant Practice Manager are carried out at the requested intervals and results presented and distributed as required.
- All discrepancies or queries are brought to the attention of the Practice Manager or Assistant Practice Manager at the earliest opportunity

4. Scanning

Performance will be satisfactory when:

- Clinical correspondence is accurately scanned on to patients medical records in accordance with the scanning protocol within 1 working day of receipt

5. Mail Handling

This involves checking all outgoing mail is correctly prepared and posted at the end of the working day according to requirements.

6. Sorting and tagging patients' medical notes

Performance will be satisfactory when:

- Medical notes are logged as received on the patients' medical records and on the Summarising Log together with the 8 week deadline for summarising
- Only medical notes that are very complicated are sorted and tagged within 1 week of request

7. Non NHS Services

Private medical reports and associated documentation

This involves processing requests for medical reports by patients or their representatives.

Performance will be satisfactory when:

- Legality and consent for disclosure are checked and verified within 2 days of receipt and before requests are given to the doctor. Requests that do not have the correct authorisation are pursued with the requesting company or patient upon identification
- Details of the request are entered onto the patient's medical record within 3 days of receipt
- The most appropriate clinician is identified and all relevant documentation sent to them within 3 days of receipt
- Reports returned by clinicians are typed if necessary within 5 working days of receipt and any other relevant documentation is prepared at the same time
- Patients who wish to see reports are contacted by letter and advised that reports are ready for inspection and the date by which they need to attend the practice to view them in accordance with current legislation
- Reports are sent to the designated site for patients to review
- Invoices are generated in accordance with the procedure for dealing with Non NHS services and payments logged on to the fees register.
- Unpaid invoices are chased at 1 month intervals until payment is received in accordance with the procedure for dealing with non NHS services
- Reports are sent to the appropriate company or individual within 1 working day of completion, by recorded delivery when required
- A complete record can be seen of the progress of each report request, on a patient's medical record under tasks

Patient access to medical records

This involves providing patients and their representatives with access to their health records in accordance with the Data Protection Act (1998)

Performance will be satisfactory when:

- Standard operating procedures are followed at all times
- Patients or their representatives requesting access to health records are given the appropriate Consent Form, Access to Health Records under the Data Protection Act 1998 (Subject Access Request) on request

- Consent for disclosure is checked and verified within 2 days of receipt and before requests are given to the doctor. Requests that do not have the correct authorisation are pursued with the patient upon identification
- Details of the request are entered onto the patient's medical record within 3 days of receipt
- The most appropriate clinician is identified and all relevant documentation sent to them within 3 days of receipt
- The request is dealt with promptly, within 21 days and only in exceptional circumstances, may it take longer in which case the patient will be informed and an explanation given
- Patients are informed of the costs and a date agreed for the patient to view the relevant records once the relevant fee has been paid
- A complete record can be seen of the progress of each request, on a patient's medical record under tasks

8. Private fees and Banking

Private fees are collected directly in the office, by cheque and also from receptionists, directly from patients when collecting private work or purchases. These are sent to the office with all relevant paperwork and must be accounted for in the fees register.

Performance will be satisfactory when:

- Standard operating procedures are followed at all times
- All fees received at the Office are recorded on the fees register with name of patient, date and type of payment received in the practice, details of work undertaken, fee paid and VAT rating and specified doctor within 2 working days of receipt
- Entries are made on the patient's medical records when required, in accordance with the procedure for dealing with Non NHS services
- Fees collected by the practice are deposited each week, producing a record sheet of transactions for the Practice Manager.
- Invoices are accurately generated for ad-hoc work undertaken by the practice
- Any unpaid invoices are chased at 1 month intervals until payment is received in accordance with the procedure for dealing with Non NHS services using pre-designed letter templates available on the fees register

9. Stock (stationery, cleaning, refreshments, toners and sundry items)

Monitoring and storing

Performance will be satisfactory when:

- On a regular and ad hoc basis, monitor and record general usage and re-order requirements for stationery, cleaning, refreshments, toners and sundry items.
- Monitor and maintain the stationery, refreshments and cleaning budgets
- Stock is kept in an orderly fashion

Ordering

Performance will be satisfactory when:

- Order forms are sent out to receptionists/dispensers with the previous completed order
- Once received by the member of staff concerned, orders are filled and sent out to receptionists/dispensers at designated sites by Wednesday of that week
- As supplies are reduced, sufficient stock is re-ordered or photocopied at the time of filling orders so that there is a sufficient supply for the following week
- Supplies are purchased from the agreed suppliers at best price. If there is a problem, e.g. with a supplier, the Assistant Practice Manager should be consulted before purchases made
- On receipt of supplies, delivery notes are checked off in accordance with items received

10. Patient Registrations and Deductions

Performance will be satisfactory when:

- Standard operating procedures are followed at all times
- All new registrations are entered onto the practice computer system within 1 working day of receipt
- Newly registered patients are sent a patient experience questionnaire between 6 and 7 months after the date of registration, returned questionnaires are collated, analysed and passed to the Practice Manager on a quarterly basis unless a serious issue is identified that requires investigation in the meantime
- The computer system is updated of any amendments to patients' registration details or status as specified by patients within 2 working days of notification
- Letters to patients who have moved out of the practice catchment area are prepared using the pre-designed template and put out for the Practice Manager for signature within 2 weeks of notification
- All deductions are processed in accordance with the registration procedure and completed within 10 days of request
- Accuracy of registration database is monitored as required including reconciliations and producing any necessary reports as required

- A record of any patient joining the Practice list who is under 5 (including new births) is kept and the health visitors notified

11. Information processing and handling

Performance will be satisfactory when the following take place:

- Reviewing patients' medical records and producing an accurate summary of the patient's medical history in accordance with practice protocols
- Inputting summary of patients' medical history onto patients' electronic medical records accurately according to practice protocols and ensuring practice targets are met
- Extracting necessary data from clinical correspondence in accordance with practice protocols and inputting onto patients' electronic medical records accurately and timely

12. Dealing with patient enquiries

Performance will be satisfactory when the following takes place:

Medical results

- Following standard operating procedures at all times
- Processing actions as instigated by a clinician
- Ensuring patients are made aware of a clinician's interpretation/decision and how to proceed regarding their results according to practice protocol

Essential Activities as a practice employee

13. Maintaining stock control systems

This involves maintaining systems for consumables and ensuring adequate stationery supplies in the reception/dispensing areas. This includes:

General

- Being aware of own workstation and ensuring adequate supplies of paper and ink cartridges available
- Being able to identify the person/persons responsible for managing stationery and consumables and following associated procedures for ordering, receiving, checking and storing items

14. Continuing professional development

Performance will be satisfactory when the following takes place:

- Partaking in monthly, ad hoc and annual assessments to monitor and improve the quality of administration services
- Contributing to significant event auditing, including the raising and investigating of significant events and implementation of any changes made in the light of them
- Using opportunities to improve computer skills, both in post and in dedicated training sessions

15. Upholding quality

Performance will be satisfactory when the following takes place:

- Alerting other team members to issues of quality and risk
- Assessing own performance and taking accountability for own actions, either directly or under supervision
- Contributing 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
- Working effectively with individuals in other agencies to meet patients needs
- Effectively managing own time, workload and resources.

16. Contributing to the implementation of services:

Performance will be satisfactory when the following takes place:

- Applying practice policies, standards and guidance
- Discussing with other members of the team how the policies, standards and guidelines will affect own work
- Participating in audit where appropriate.

17. Other

Performance will be satisfactory when the following takes place:

- Carrying out other duties that are required within the role as it evolves within the development of the organisation
- Participating in the tea rota

Additional information

- Post subject to continuous evaluation and development
- Appraisal interval: annual main review, 4 monthly interim meeting
- A job description can not give a complete account of all aspects of the post. Therefore, from time to time, the demands of the organisation will require adjustments in the responsibilities of the post. No such adjustments however, may be made without the agreement of the Partnership or without full consultation with the post-holder.

Please sign and date this document to confirm its accuracy at the present time.

Job holder: **Date:**

Line Manager: **Date:**