

Job Description

Practice Administrator

Reporting to: Operations Manager

Main Duties

1. Summarising

- a. Review records and accurately produce a summary of the patient's medical history.
- b. Identify relevant clinical information documented in patient correspondence, code appropriately and complete any detailed actions.
- c. Accurately read-code data in the clinical system.
- d. Help with training of other staff.

2. Private work

Maintain an accurate record of all private work received including the electronic iGPR system:

- a. Check consent is accurate and complies with GDPR.
- b. Prepare and send requests to relevant GP.
- c. If necessary, arrange for patient to see report.
- d. Copy documents, ensure sent for scanning and ensure correct payment requested/received.
- e. Prepare invoices and accurately update the spreadsheet to record monies received. Ensure invoices are emailed to ABC for accounting purposes.
- f. Deal with patients, insurance companies etc. with regards to queries on private work. Scan all private work (including coding for fire arms) accurately to patient record.
- g. Set up new GPs on the iGPR system.

3. RIPs

When RIP form received from Reception carry out deduction process, including date and place of death. Request notes.

4. Medical Records in

- a. On a weekly basis, record receipt of paper records.
- b. Request missing records from PCSE and incorporate them, once received, into patient records.
- c. Check major conditions are on SystmOne and pass to summariser.
- d. Scan new patient questionnaires and registration forms and save to patient record on SystmOne.
- e. Ensure patients half-wallets (only used for manual paper registrations) and paper notes are combined, once received from PCSE.

Medical Records out

Weekly, to process deductions of patients through Links on SystmOne and send Lloyd George wallets to PCSE and liaise with PCSE with any anomalies.

- a. Request ad-hoc movement labels from PCSE.
- b. To advise Child Health Bureau of movement of patients

5. SAR and LPA requests

Deal with uncomplicated requests as per Practice policy. Pass any complicated requests to the Senior Administrator.

6. Paper Notes

Request paper notes from storage with Oasis for deducted patients and temporary returns and ensure new patient notes are entered on Oasis system and are boxed up ready for collection.

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7. Franking machine/Post

- a. Franking of all post and dealing with franking machine queries – duty days as per the rota.
- b. Maintenance of franking machine as required, including adding funds.

8. SystemOne “Links” and “Tasks”

Deal with deduction links in a timely manner.

9. Stationery

In absence of Senior Administrator

- a. Place orders to ensure supplies are kept up to date.
- b. Ensure admin supplies from PCSE are ordered in a timely manner.
- c. Ensure we hold certificate stock of Medical Certificates of Cause of Death and order as appropriate.

10. Petty Cash

In the absence of the Senior Administrator, administer and record petty cash requests for small purchases.

11. To carry out any other administrative related tasks/training as deemed necessary and to be adaptable and flexible and be prepared to cover holidays/sickness of other Team members where possible

General

All staff at Lindfield Medical Centre have a duty to conform to the following:

Confidentiality

- All staff have access to large amounts of clinical information that must be treated in the strictest confidence and with discretion.
- 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 and 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, and the practice infection control policy and published procedures. This will 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

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- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
 - Actively reporting of health and safety hazards and infection hazards immediately when recognised
 - Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
 - Undertaking periodic infection control training (minimum annually for clinical staff and every three years for administrative staff)
- Reporting potential risks identified

Community Infection Prevention and Control

- In order to comply with the *Health and Social Care Act 2008: code of practice on the prevention and control of infection and related guidance*, it is the responsibility of every member of staff to prevent and control the spread of infection and to follow the organisation's Infection Prevention and Control Policies. They will also ensure that they perform the correct hand hygiene procedures as described in the Infection Prevention Control Policy (stored on Practice Index).
- All staff contribute to standards of cleanliness and are aware of the person who has direct responsibility for ensuring that cleanliness standards are maintained.

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.

Safeguarding

- Demonstrate due regard for safeguarding and promoting the welfare of children
- Work with safeguarding teams where relevant
- Complete all safeguarding training relevant to the role

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

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- 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

Security

The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.