



JOB DESCRIPTION

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| JOB TITLE: | MEDICAL ADMINISTRATOR |
| REPORTS TO: | ASSISTANT PRACTICE MANAGER |
| HOURS: | 20-25 HOURS – can be worked flexibly between 8am-5pm (preferably Tuesday to Friday). |
| BASE: | COWBRIDGE HEALTH CENTRE |
| SALARY: | £18,000 per annum pro rata (with annual pay reviews). |

We also offer:

- NHS Pension (20% Employer contribution)
- Training, development & career progression opportunities
- 5.6 weeks annual leave (pro rata including Bank Holidays) which increases with service to 6.6 weeks
- Access to confidential employee and immediate family wellbeing and advice service

Practice Profile:

The Doctors and staff at Western Vale Family Practice are proud to offer a welcoming environment and a high standard of patient-centred healthcare. We are a friendly, positive and forward thinking practice.

Our main site, which is also our administration hub, is based in the health centre in Cowbridge and we have branch surgeries in Llantwit Major and St Athan.

We currently support over 10,800 patients and have a growing multi-disciplinary team, which includes Doctors, Pharmacists, Nurses and a team of Administrative and Reception staff.

We also undertake the vocational training of new General Practitioners and Medical Students.

All our staff, at all times are expected to behave in accordance with the Practice values;

- We **Care, Respect** and treat our patients and colleagues with **Kindness**;
- We **Trust** one another; and act with **Honesty**
- We take **Personal Responsibility**.



As a Practice, we aim to ensure that staff are appropriately trained and confident in the work they do and we provide opportunities to continuously learn, develop, gain job satisfaction and reach their full potential.

Job Summary

We are looking for a highly organised individual with administration experience and skills, to work within the Practice Administration Hub, as part of a dedicated Administration Team.

The primary responsibility of the team, will be to undertake the growing administration functions within the Practice, in order to support patients, the clinical multi-disciplinary team and the Practice business functions. In addition, the Administration Hub will support with data analytics, project management, quality and service improvement work.

Job Responsibilities:

- Undertake and/or support with data analytics, project management, service improvement and general administration duties as requested by Partners or Management
- Ensure that all new patients receive up to date information regarding the Practice and are registered onto the computer system promptly and accurately
- Create and manage My Health On-line accounts (MHOL) for patients, in order that they can book, view, cancel appointments and order prescriptions on line. Support patients with any queries regarding MHOL
- Complete registration Links each morning completing any patient deductions and amendments to patient numbers
- Review clinical correspondence, coding pertinent information as appropriate and scanning to the patient medical record
- Collate and process test results on a daily basis for clinicians and notify patients of any actions or results as requested by the Clinicians
- Send letters to patients who haven't responded to screening programmes (e.g. Breast, Bowel) to encourage them to attend
- Update the clinical system following receipt of mother and baby maternity discharges
- Arrange appointments for 6-8 week baby checks
- Complete all childhood immunisation records and update the Immunisations Department at Cardiff and Vale University Health Board
- Update clinical records following school immunisation programme (e.g. HPV, MenACWY and Flu), in an accurate and timely manner



- Arrange Learning Disability annual review appointments and ensure systems are updated for claiming
- Collate reports and send Medical Records to Shared Services Partnership
- Arrange and manage appointments for Vasectomy Counselling/Procedure, Minor Surgery, Joint injections and Cryotherapy Clinics
- Support the regular review and update of the Practice website
www.cowbridgedoctors.com
- Synchronise the Docman (workflow system) on a daily basis
- Liaise with the multi-disciplinary team across the Practice sites and the wider NHS on behalf of patients
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt delivery
- Retrieve and re-file medical records as required. Ensuring that records are kept in good repair with all necessary information
- Project a positive, confident and friendly image to patients, visitors and trainees at all times
- Respond well to work pressure and use own initiative
- Adhere strictly to the rules governing patient confidentiality
- Support the ongoing development of the Practice.

Confidentiality:

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 on a strict need to know basis and 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 Data Protection Act, General Data Protection Regulations, Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & 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
- 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 recognized
- 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
- Reporting potential risks identified.

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 recognizes 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.

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:

- Mandatory e-learning
- 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
- 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 respectfully and effectively with all patients, carers, staff and Partners
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation and development 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 discussions on how to improve systems and processes.



Person Specification

| Specifications | Essential | Desirable |
|---|-----------|-----------|
| Qualifications/Training | | |
| Educated to GCSE or equivalent (at least grade C) in Maths and English Language. | Yes | |
| Administration | Yes | |
| Project Management | | Yes |
| Data analytics | | Yes |
| Quality/Service Improvement | | Yes |
| Experience | | |
| Experience of Administration work | Yes | |
| Good interpersonal skills and the ability to communicate with a diverse range of people | Yes | |
| Experience of dealing with the public / patients | Yes | |
| Ability to work as part of a team | Yes | |
| Experience of undertaking, or supporting a project | | Yes |
| Experience of analysing data/information | | Yes |
| Experience of improving services, systems or processes | | Yes |
| Working in General Practice or the National Health Service | | Yes |
| Knowledge | | |
| General Data Protection Act and Patient Confidentiality | Yes | |
| Confident with Microsoft Office software | Yes | |
| Experience of working with clinical systems | | Yes |
| Knowledge of NHS, Primary and Secondary Care Services | | Yes |
| Skills | | |
| Excellent keyboard and computer skills and the ability to use email and internet | Yes | |
| Excellent communication skills | Yes | |



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| Accuracy and attention to detail | Yes | |
| Excellent time-management skills | Yes | |
| Personal Attributes/Qualities | | |
| Cooperative and conscientious | Yes | |
| Confident and able to work under pressure and deal with difficult and emotive situations | Yes | |
| Self-motivated – able to use own judgment and common sense | Yes | |
| Proactive | Yes | |
| Able to work in a changing environment | Yes | |
| Able to work independently and as part of a team | Yes | |
| Flexibility to cover additional hours when required | | Yes |
| Other | | |
| Flexibility around working days and hours | | Yes |