

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Clinical Administrator (15 hour post)

Responsible to (insert job title): General Practitioner/Practice Manager

Department(s):

Directorate: Primary Care

Operating Division: Primary Care Organisation

Job Reference: L-PC-CA

No of Job Holders: One

Last Update (insert date):

2. JOB PURPOSE

Working Hours: Monday 08.00-15.00 and Friday 08.00-17.00

To provide a high quality professional reception and administrative services to patients, doctors, staff, colleagues, health service professionals and others.

To pro-actively manage all incoming clinical mail using agreed protocols to ensure mail is directed to the appropriate person, and deal with items within their competence. Communicate with patients by telephone and in person.

Responsibility may include supervision of staff and associated duties.

3. DIMENSIONS

This is a salaried Practice and all Practice budgets are managed by Edinburgh Health & Social Care Management.

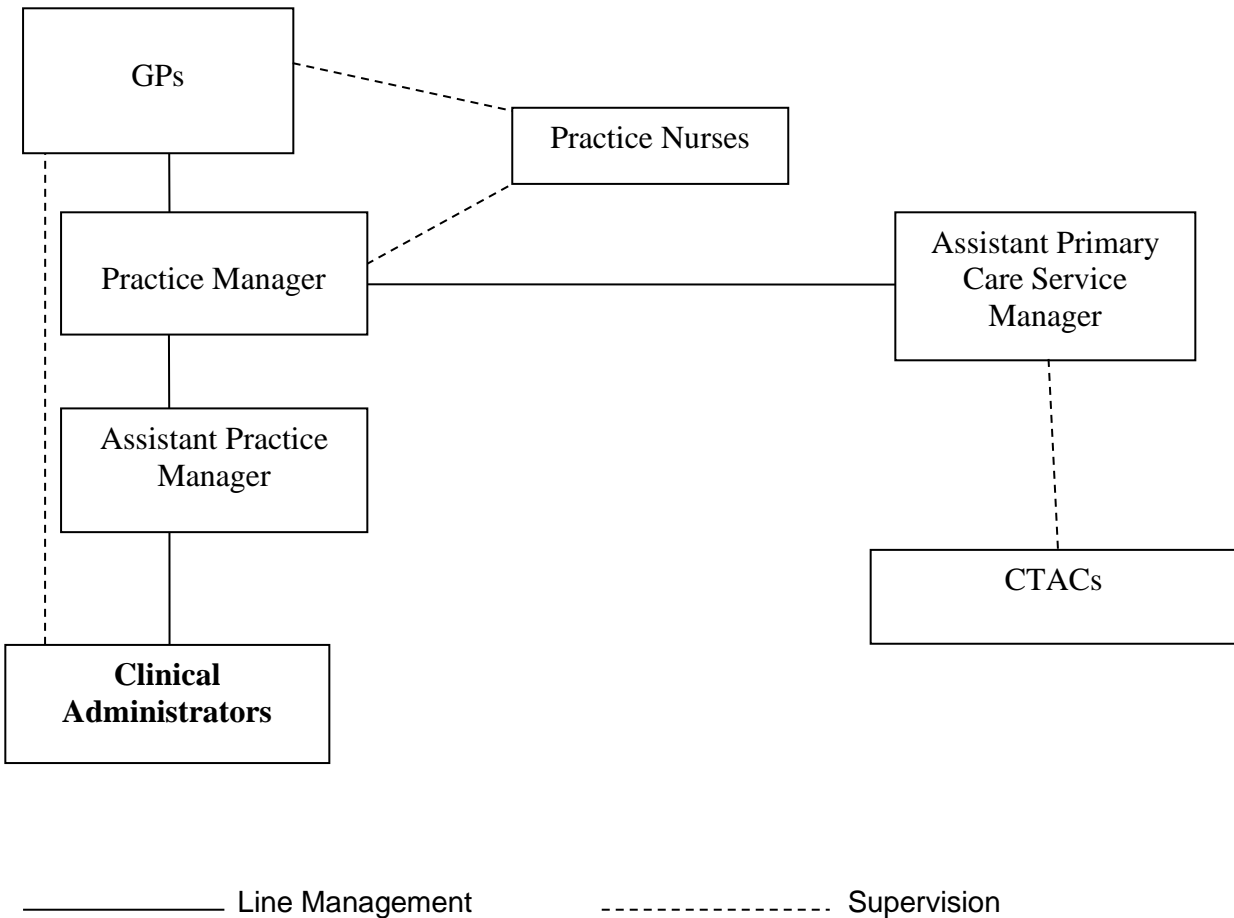
The practice provides routine pre-bookable appointments and urgent appointments through duty doctor triage.

Responsibility may include supervision of staff and associated duties.

Responsibility will include ordering of supplies and maintaining stock levels.

The administrative staff team operate at one location.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

SURGERY OBJECTIVES

The Surgery is a General Medical Practice providing Family Doctor/General Medical services to the surrounding population.

The primary role of the Practice is to provide high quality and responsive primary medical services to all the patients registered with the Practice. The Practice acts as the primary interface for patients between primary care services and those provided by secondary care and other service providers.

6. KEY RESULT AREAS

1. As requested by the GPs and management team and using a variety of resources, access and retrieve information relating to specific aspects of work. E.g. clinical audit, clinical system and Docman searches.
2. Input, extract, collate and summarise data from a variety of sources to enable preparation of standard verbal and written reports and letters and Subject Access Requests.
3. Assisting patients with their enquiries either face to face, by phone, text or e-mail e.g. results, appointments, clinical letters.
4. Responsible for managing all clinically related communication into the office including electronic, paper, telephone and face to face in support of the GPs, other clinical staff and practice manager within defined protocols and timeframes.
5. Using SOPs and workflow diagrams, recognise communications that are important, flagging urgent issues to the GPs and/or practice manager or other appropriate members of the management team and taking forward those communications within remit of the role.
6. Arrange practice appointments if requested e.g. phlebotomy and follow-up appointments.
7. Check for duplicate mail, keeping only one copy, code at source as appropriate, check incoming mail is sent to the correct person by checking against patient electronic clinical records, not just the named GP at the top of the letter.
8. Checking and clearing completed electronic mailbox, contacting patients who DNA hospital/clinic appointments to see why eg wrong address and adding comment to journal/patient history.
9. To support GP's in administrative tasks related to care homes. Completing Anticipatory Care Plans, completing KIS forms, etc. in accordance with protocols and workflow diagrams.
10. Identifying percentages of types of incoming mail and comparing with other practices and bringing new ideas forward to the practice management team.
11. General administrative duties including filing, photocopying and stationery ordering.
12. Maintain confidentiality of all sensitive information under the Data Protection legislation and NHS Lothian Policies.
13. Attend regular team meetings to discuss work issues.
14. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The post holder must be conversant with the following:-

- Personal Computer
- Printer
- Telephone/Answering machine
- Photocopier/Scanner
- Laptop
- Projector
- Laminator
- Guillotine
- Shredder

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Office filing systems.
- Patient administration system for inputting, searching, recording, storing and retrieving information (Vision/EMIS, Docman).
- Appropriate local systems and coding for recording activity and producing correspondence.
- Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher.
- Intranet/Internet.
- Local and national databases and spreadsheets.
- Personal Development Recording System (eKSF).
- Incident Recording system (DATIX).

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the line manager, GPs and management team as per ongoing objectives.

The post holder will be required to organise daily workload working within the parameters of departmental protocols.

A review of work/performance is done on an ongoing basis, with a formal review, appraisal and personal development plan completed annually and in line with NHS Lothian PDP processes, by the line manager and the post holder.

Regular 1:1 and monthly team meetings with the line manager and GPs provides an ongoing individual and team support structure.

9. DECISIONS AND JUDGEMENTS

The post-holder is expected to exercise judgement when responding to and dealing with enquiries to the office determining what can be dealt with within own remit and when the matter should be escalated to the line manager and GPs. E.g. incoming mail not covered by protocols, using caution in such grey areas, deciding who, if anyone should be notified.

The post-holder will make decisions regarding prioritising and allocation of own workload and smooth operation of the practice.

All decisions and judgements will be made within the parameters of defined procedures and protocols and in compliance with current legislative timescales. The post holder's line manager and GPs are available to advise on more complex matters when required. E.g. multiple or conflicting information or messages relating to patient care.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing own time effectively and prioritising workload to meet competing demands from service users and management team to ensure provision of a well co-ordinated, efficient and professional service at all times.

Maintaining levels of concentration required to undertake defined workload whilst responding to interruptions from enquiries.

Dealing with complaints and verbal aggression both face-to-face and on the telephone.

The diversity and complexity of the work and the range of different tasks required, e.g. on average, a practice will receive approx one piece of mail per patient per month (Scottish average list size circa 8000 patients) made up of over fifty different types of clinical mail from across Edinburgh Health and Social Care Partnership, the voluntary sector, agencies outside NHS Lothian etc with various degrees of urgency.

11. COMMUNICATIONS AND RELATIONSHIPS

Acting as the first point of contact for staff within MDT, the post holder will be expected to communicate with a wide range of people, including the most senior personnel, both internally and externally. Highly developed communication skills requiring tact and diplomacy are necessary when responding to enquiries on behalf of the GP/practice manager to staff and patients. Communication is a key part of the post and can be verbally, in writing or electronically. The post holder will have access to confidential information and therefore will need to retain the trust of management. Communicates with a variety of individuals/professions within the organisation including e.g. staff at all levels, patients, relatives and carers, lab van service, estates/facilities staff, both verbally and in writing

Internal Communications:

Support team colleagues to ensure that overall support to the practice team is organised.

Manager and team being supported to ensure they are fully apprised of the current status of their work.

Colleagues within other Directorates, mainly to arrange meetings, liaise regarding joint pieces of work, etc.; this often involves negotiation and persuasion to reach satisfactory conclusions for all concerned.

External Communications:

Other organisations within the public and voluntary sector, including local authorities, other Divisions, Scottish Executive, etc.; this is mainly to arrange meetings or liaise on behalf of the GP/practice manager.

General public and patients to deal with enquiries, often on behalf of clinical staff and management.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands:

60% of work is computer based utilising advanced keyboard skills, therefore required to sit in a restricted position when undertaking these duties.

Standard keyboard

Mental Demands:

Concentration required when entering data into various systems e.g. clinical systems (Vision, EMIS, Docman etc)

Exposure to clinical information when processing clinical letters which can sometimes be distressing.

Interruptions by GPs or other practice staff requiring post holder to change from working on one task to another.

Prioritising workload in order to meet deadlines.

Emotional Demands:

Exposure to distressing information or emotional circumstances when undertaking role.

Dealing with distressed and/or anxious patients/relatives/staff using skills of tact, diplomacy and discretion.

Actively listening to callers and dealing with issues of grievance diplomatically.

Environmental Demands:

Extended use of VDU when undertaking role.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

SCQF level 7 e.g. SVQIII in Secretarial Studies/ Business Administration / other relevant subject.

Previous experience in an administrative or secretarial role:

Effective organisational skills.

Accurate oral and written communication skills.

Accurate keyboard skills.

Sound working knowledge of computer software packages including word processing, databases, spreadsheets.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: