

VALE MEDICAL GROUP

Job Description:	Senior Administrator
Hours:	Min 30 hours per week – Full Time
Salary:	Dependent on experience
Reports To	Practice Manager

DUTIES AND RESPONSIBILITIES OF THE POST

Operation of the telephone system

Receive and monitor incoming calls, screening and routing as per practice protocol. Make appropriate calls as required. Divert calls and take messages as appropriate.

Action requests for emergency ambulance and record details appropriately.

Ensure that the system is operational at the beginning of each day, switched over to night service, and checked at the end of each day.

Reception

Ensure efficiency of the appointment system and monitor flow of patients into consulting and treatment rooms.

To be involved in the management and development of the Reception Team.

Explain practice arrangements and formal requirements to new patients and those seeking temporary cover; ensure procedures are completed in accordance with the protocols of the practice.

Respond to all queries and requests for assistance from patients and other visitors without breaching any confidentiality guidelines.

Process home visit requests and record on the computer, stating time received including all relevant information, where appropriate refer immediately to doctor.

Ensure that the reception and waiting areas are kept neat and tidy.

To be responsible for the maintenance of the absence register for the Reception Team.

To be the first line of contact for patients with respect to the Complaints procedure and to take appropriate action as set out in the Complaints procedure , with support from the Practice Manager.

Management of the appointment systems

Ensure total familiarity with all appointment systems in current use, including regular and incidental variations.

Book appointments and recalls ensuring correct and adequate information is recorded to retrieve the appropriate medical record, initialising all booked appointments.

Monitor effectiveness of the system and ensure that action is taken to resolve any problems or effect variations as required.

Report any obvious concerns in the management of the surgery's sessions to the practice manager.

To manage the recording of patient attendances at the surgery and produce audit reports on a regular basis, including patients who have failed to attend (DNAs)

Management of repeat prescriptions

Receive patients' requests for authorised repeat prescription in writing and email on-line access.

With the exception of controlled drugs, prepare a computerised prescription in accordance with the practice protocol ready for a doctor's signature.

Where information received is incorrect or insufficient, ensure that the request for a repeat prescription is referred to the appropriate doctor for action.

Provide the point of contact for patients with enquires relating to repeat prescriptions and ensure follow-up action is taken if the enquiry cannot be resolved immediately.

Ensure that problems and queries regarding repeat prescriptions are brought to the attention of the appropriate doctors and that follow up action is taken to resolve such matters. Clear and concise contact with pharmacists may also be necessary.

Preparation of consulting rooms

Ensure that the consulting rooms are prepared in readiness for each consulting session, especially if a locum is covering a session.

Ensure that the consulting rooms are checked at the end of each consulting session and left tidy and secure.

Monitoring and logging blank prescription forms in each consulting room as per Practice protocol.

Communication

Receive messages for Doctors and other team members and ensure that they reach the person concerned.

Ensure that urgent messages are relayed to the appropriate Doctor immediately either verbally, by sending an urgent patient note or by contact through mobile telephone.

Monitoring and logging all Alerts and Friends & Family Tests.

Ensure communication systems are running smoothly; Doctors and Reception staff are kept fully informed of changes of procedure(s).

Computer System

General IT support to both Clinical and non-Clinical Teams.

To oversee the administration of the Clinical system.

To carry out searching and reporting both on a regular and ad-hoc basis.

Ensure through training that you are familiar with the basic EMIS computer software system and have a working knowledge of the functions needed to carry out your daily tasks.

Updating and monitoring Practice website and Practice intranet.

Establish procedures for adequate, regular backup of all systems and make regular checks to ensure that discs are not corrupt and that backup restoration would be possible in the event of a problem arising.

Trouble shooting and reporting faults appropriately.

Take part in Practice Performance relating to recalls for patients. This will include maintaining an up-to-date register and working on improvement.

Start and end of day procedures

If the last to leave, secure premises at the end of the day as per practice protocol, ensuring that the building is totally secured and alarm activated.

ANY OTHER DELEGATED DUTIES CONSIDERED APPROPRIATE TO THE POST.

SPECIAL REQUIREMENTS OF THE POST:

- **An understanding, acceptance, and adherence to the need for strict confidentiality.**
- Excellent listening & communication skills.
- Ability to appear calm and friendly to all patients at all times.
- To appreciate the needs of the patient is paramount.
- Keyboard skills are essential.
- The ability to work without direct supervision and determine own workload priorities.
- An ability to use own judgement, resourcefulness, common sense, and local knowledge, to respond to patient's enquiries and requests.
- The ability to deal with any emergency in a swift and capable manner.
- Attend meetings as designated.
- To be aware of Health & Safety issues, use safe working and good housekeeping practices.
- Act as Fire marshal and ensure fire alarm is tested regularly.
- Making a commitment to maintain and improve on the existing high standards that are expected by patients, doctors and your peers.
- A willingness to take part in on going in house training and assessment of competencies as part of your personal self-development plan which will be kept in your confidential personnel file.
- Organising staff events
- Drawing up/implementation of procedures and protocols for any new system/changes.