

# **FRAMLINGHAM MEDICAL PRACTICE**

## **JOB DESCRIPTION**

**JOB TITLE:** Receptionist/Administrator (Care Navigator)  
**REPORTS TO:** Deputy Practice Manager & Reception Team Lead  
**HOURS:** *As per contract plus cover for holiday & sickness as required*

### **MAIN PURPOSES**

#### **Job summary:**

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive, professional and friendly image to patients and other visitors, either in person or via the telephone

### **PRINCIPAL DUTIES AND RESPONSIBILITIES TO INCLUDE:**

#### **ADMINISTRATION & COMMUNICATION**

##### **Administration duties**

- To have a thorough knowledge of all practice policies and procedures.
- To work in accordance of written protocols
- Scanning duties for any paper based communications received
- Processing all post and electronic communications on the day they arrive
- Managing the call and recall system for chronic diseases
- Responsible for returning files of deducted patients
- Managing the uploading and downloading of temporary resident forms
- To manage the waiting list for 24 hour blood pressure monitoring and 24 hour ECGs
- Minute meetings as required
- Any other Administration duties required as advised by the Team Lead

#### **CARE NAVIGATING DUTIES**

- Receiving patients consulting with members of practice team
- Be able to cover all care navigator positions as necessary at both Practice sites
- Open up and lock up practice premises and maintain practice security.
- Ensure that New Patients complete GMS1 and practice registration forms and are encouraged to make an appointment for a health check with a Practice Nurse.
- Photocopy and/or laminate any posters, forms or leaflets when needed
- Ensure that we maintain a record of all samples sent to the laboratory
- Sorting and filing new patients' notes.
- Ensure that all relevant team members are informed about patients who have died and the necessary paperwork is completed.
- Deductions of patient records when patients leave the practice
- Monitor 'Spine' demographic patient differences and keep our records up to date
- Ensure TRs are entered and removed correctly.
- Make sure that the waiting room kept is smart and tidy throughout the day

#### **Telephone & Communication**

- Handle all telephone and general enquiries in a professional manner, referring urgent calls to clinical staff.
- Make appointments for patients in accordance with practice protocols
- Ensure that messages and requests for visits are recorded and that the appropriate doctor or team members receive them in accordance with Practice protocol.
- Ensure that any tasks requested by the clinical team are carried out including informing patients of their results and arranging appointments.
- Liaise with hospital and community staff

## **IT SKILLS**

### **Computer**

- 
- Daily monitoring and processing of all emails received in to the main surgery nhs.net email account
- Ensure all Tasks and Notifications received via S1 are appropriately completed
- Ensure that emails on NHS.net are regularly read and processed as required

## **PERSONAL RESPONSIBILITIES**

### **Personal/Professional development:**

- 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.

### **Other Tasks**

- Attend regular Team Meetings and Staff meetings as required
  - Take the meeting minutes for the team meetings as required by the Team Lead
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Ensure that all mandatory training is completed on time and kept up to date
- Any other tasks or duties allocated by Team Leads, GP's or Practice Manager

### **\*NOTES**

*This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities as and when required by the Practice Manager & Partners.*

### **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, the practice Health & Safety Manual, 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 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).
- 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.

**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 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.

**Signed by Employee:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_