

Working together effectively to enhance the health and wellbeing of our communities.

JOB DESCRIPTION

TITLE:	Senior Clinical Administrator
REPORTS TO:	SCA Team Lead
ACCOUNTABLE TO:	Deputy Practice Manager
KEY RELATIONSHIPS	Reception and administration team GP team Patients Partners Management team Other clinical teams
LOCATION:	Highfield Surgery
SUMMARY OF POSITION:	The main purpose of the role is to work as part of the clinical team in providing administrative support to clinicians in all aspects of patient care. This is a fast-moving role with priorities changing constantly.

THE ROLE

- To assist clinicians in the administrative tasks required for clinical care. To facilitate the admin process of gathering information from different services as required. Completing and submitting documents on behalf of the GP and other clinicians.
- To be a point of contact for fellow health professionals including nursing and residential homes, social services, ambulance, hospitals, CMHT, key workers and community services.
- To be the first point of contact in the event of patient death. Liaising with the family, funeral directors, and coroner, if required. To ensure paperwork is processed in a timely manner and families are supported through the process.
- To liaise with the Integrated Urgent Care Hub based at St Albans City hospital. Work with the GP team to identify patients that need to be seen face to face and ensure a timely referral is made to their service.
- To produce community and mental health referrals for patients as appropriate.
- Assist in the completion and submission of safeguarding paperwork.

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- To complete fit notes where clinically appropriate
- Checking blood pressure results submitted by patients, calculating averages, and assessing against clinical guidelines – alerting clinicians where readings are out of tolerance.
- Support clinicians in requesting laboratory tests to monitor ongoing conditions and medications.
- Action patient tasks and ensure prompt turnaround as per surgery protocol.
- Chase up hospital appointments, results and other queries as required by clinicians.
- Compiling chargeable 'To whom it may concern letters' requested by patients.
- Manage the Surgery website queries, referring on to appropriate department or dealing with queries.
- To undertake any other reasonable work when requested to do so by clinicians and the Practice Business Manager

THE PERSON

The successful candidate will be adaptable, quick thinking with high level of attention to detail. They will be happy to deal with challenging situations and feel confident to make decisions within set parameters. No day is ever the same, the ability to multitask and change focus at short notice is important within this role. A sense of humour and strong teamwork ethic are key.

ADDITIONAL RESPONSIBILITIES (For all Staff)

In addition to the specific responsibilities set out within this job description, The Lodge Health Partnership has the following expectations of all staff:

Customer Care

The post-holder must act in such a way to promote a positive image of The Lodge Health Partnership at all times. It is expected that all staff members reflect the values of the organisation:

QUALITY - Clinical quality; quality of our service from start to finish; quality of our environments.

HELPFUL AND EMPATHETIC ATTITUDE - Respectful, friendly, adaptable, caring and understanding behaviours with patients and each other.

MAKING IT EASIER - easier to get help, information, to book, to work and use technology solutions.

COMMUNICATION - with patients and with each other. Open and honest, one team culture, with third parties and communities.

Confidentiality:

- In the course of seeking treatment patients entrust us with and 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.

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- 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.

Information Governance

All staff have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act (2018), General Data Protection Regulations (2016, effective from 25th May 2018), the Human Rights Act (2000) and other requirements such as the Caldicott principles.

All staff must be aware of the requirements to ensure there is no breach or unauthorised disclosure.

Health & Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and to others by their work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control. All staff must fully co-operate in achieving compliance with safe systems of work when undertaking activities that present a risk of the spread of infection.

Safeguarding of Children and Adults at Risk

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment which may be outside normal working hours, to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Quarterly Practice training afternoons.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

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Appraisal

All staff have a responsibility to participate in regular appraisal with their manager / team leader.

Meetings

Staff are expected to attend meetings, as required.

Policies, Procedures & Guidelines

All staff must be aware of and adhere to all relevant Practice policies, procedures and guidelines.

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns if they reasonably believe that one or more of the following is either happening, has taken place, or is likely to happen in the future relating to the Partnership's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- Any other legitimate concerns

For all posts requiring professional registration

Staff required by law to maintain professional registration must ensure that registration does not lapse at any stage of employment with The Lodge Health Partnership.

Equality & Diversity

The Lodge Health Partnership is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, nationality, marital/parental status, disability, gender, gender reassignment, sexual orientation or age. The Partnership values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Additional Information

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time.

This job description will be regularly reviewed with the post-holder.

January 24

Practice Business Manager

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PERSON SPECIFICATION

POST: Senior Clinical Administrator

SELECTION CRITERIA	ESSENTIAL	DESIRABLE
Education/ Qualifications	Education to GCSE with at least a grade C/4 in Maths and English Secretarial qualification or admin experience	Customer Care Training AMSPAR Medical Secretary qualification Previous HCA/Nurse or clinical qualification
Experience	Dealing with the public Secretarial experience	Working in General Practice
Knowledge/Skills	Customer care Microsoft Outlook Microsoft word	Emis clinical software DXS
Quality/Attributes/ Others	Logical and organised Strong communication skills Tact and diplomacy Patient and calm manner Able to prioritise and use own initiative Able to work under pressure Strong at documenting work for audit trails Keen learner Professional and friendly person Discreet and confidential High levels of engagement and energy. Able to make decisions Clean Driving Licence and mode of transport between sites.	

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