



## The Manor Surgery

### **Administrative Assistant (Patient Services Team)**

**The Manor Surgery, Osler Road, Headington, Oxford**

*Hours: Full-time plus flexibility to work overtime when necessary, including in the evenings and on Saturdays*

*Starting salary c. £11 per hour depending on experience*

We are a large GP Practice in Headington looking to recruit a full-time administrator with excellent communication and IT skills to join our friendly team.

We are a modern, friendly practice, with patient care at the heart of all we do. With a growing practice population we are keen to continue to develop our patient services team to ensure we offer the best possible care to patients and excellent support to our clinical team.

This post will involve daily communication with patients so excellent telephone skills are essential, plus a helpful, proactive and efficient approach.

This is a busy and demanding role that requires flexibility and the ability to think on your feet. We are looking for a team player who will thrive in a high pressure environment. You should be reliable, have good time keeping skills and a strong work ethic.

Experience is preferred but not essential as full training will be given. The post is full-time but candidates that require part-time working across 5 days will be considered.

For further information and/or an informal chat about the role please contact Tracy Meeson on 01865 762535 or by email at [manorsurgery.hr@nhs.net](mailto:manorsurgery.hr@nhs.net)

#### **Job Description**

**Job Title:** Administrative Assistant (Patient Services Team)  
**Responsible to:** Patient Services Manager  
**Accountable to:** Practice Manager

#### **Job Summary:**

To interact with patients to provide and process information in response to enquiries, concerns and requests about the practice and appropriate external services, ensuring that all patients have a positive experience and are provided with consistent and high quality care.

#### **Key Responsibilities:**

Duties may be varied from time to time under the direction of the Patient Services Manager and other senior members of staff, dependent on current and evolving practice workload and staffing levels:

*Duties include the following:*

- Working as part of the triage team to action requests from clinicians including booking appointments for patients

- Engaging with patients, providing advice and proactively signposting them to the most appropriate clinician/service as per agreed protocol
- Dealing with any email queries from patients in a professional manner, liaising with the clinical team to coordinate responses and escalating to the Patient Support Lead as appropriate
- Scanning correspondence and allocating to patient records or onward electronic workflow according to practice policies and procedures
- Accurately maintaining and updating both computerised and manual filing systems, including setting up new patient records on the clinical system, updating patient details and entry of identified clinical data (including read codes) to medical records
- Undertaking registrations/deductions of patients at the Practice following practice procedures including receiving and checking forms, processing Lloyd George records and providing advice as required
- Carrying out a variety of administration duties including preparing and printing repeat prescriptions according to standard operating procedures at patients request, distributing prescriptions, photocopying, preparing of letters for posting and clerical support to others within the Practice
- Checking and responding regularly to tasks, emails and notifications
- Covering reception as and when required
- Any other duties as reasonably required by the Patient Support Lead and Practice Manager

#### **Other requirements of the post-holder:**

##### **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

##### **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.

### **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:

- 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

### **Contribution to the Implementation 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 audit where appropriate

*This job description should be regarded only as a guideline to the duties required and is not definitive or restrictive.*

#### Person Specification

Specification	Essential	Desirable
Education/Training	<ul style="list-style-type: none"> <li>• Good standard of general education.</li> <li>• Grade C GCSE English and Maths or equivalent qualifications.</li> <li>• Excellent computer skills including email, word and excel</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Experience of working with the public.</li> <li>• Experience of working effectively under pressure and meeting deadlines to manage and prioritise a varied and busy workload</li> </ul>	<ul style="list-style-type: none"> <li>• Previous Reception/customer facing role.</li> <li>• Experience of the NHS.</li> </ul>
Special Skills/Aptitudes	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills.</li> <li>• An excellent command of written English and the ability to draft correspondence.</li> <li>• Strong IT skills.</li> <li>• Ability to work cooperatively as part of a team.</li> <li>• Attention to detail.</li> <li>• A proactive work ethic with a 'can-do' attitude.</li> <li>• Ability to work independently and to demonstrate initiative with a willingness to resolve situations, as well as knowing when to refer issues to others.</li> <li>• Excellent telephone manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using the EMIS computer system.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Flexible and positive attitude.</li> <li>• Smart appearance.</li> </ul>	