

PORT VIEW SURGERY

JOB TITLE: PATIENT ADVISOR

REPORTS TO: OFFICE MANAGER/PRACTICE MANAGER

Job summary:

Assist, advise and signpost patients directing them to the most appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and wider health community.

Job responsibilities:

- Ensure an effective and efficient “front of house” service is provided to patients and any other visitors to the practice, maintaining high professional standards at all times.
- Ascertain the nature of a patient’s problem and sign post them effectively.
- Deal with all general enquiries quickly and efficiently.
- Using your own judgment and communication skills ensure that patients are prioritised effectively.
- Process regular and temporary registrations.
- Ensure workflow tasks are prioritised and completed in a timely manner.
- Process home visits requests
- Advise patients of relevant charges for private (non NHS) services, accept payment and issue receipts for same.
- Enter data onto the patient record accurately and in a timely manner.
- Follow practice procedures for scanning and work- flowing all incoming correspondence, both electronic and paper.
- Premises:
 - Ensure practice is fully prepared ahead of opening time
 - Ensure end of day procedures are followed and office is secure and phones diverted before leaving.
- If required, but only when you have been trained to do so, manage the requests for repeat medication using the practice computer system to generate prescriptions and allocate them to the appropriate GP for checking and signing.
- If required, but only when you have been trained to do so, process referrals and type referral letters.
- Remain flexible in your approach to work.
- Provide cover for holidays or sickness of your colleagues when requested.
- Undertake any other additional duties appropriate to the post as requested by the Partners or the practice manager.

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:

- 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

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

Job Description Agreed and signed.

Job Holder.....

Date.....