

 Solihull Healthcare Partnership	Document ID:	HR03-36
	Issue Date:	
	Revision:	1
Job Description	Approved by:	HR

Job title:	Office Administrator
Reports to:	Informatics Service Manager
Hours:	Full time 37.5 hours, Monday-Friday
Salary:	Band C1 - £21,255.00 to £21,859.95 per annum
Job role and purpose:	
The aim of this role is to provide a high-quality communication and correspondence across the organisation, supporting with various administration functions including patient registrations, patient deductions, planned care appointments (call and re-call), patient referrals and prescriptions. Ensuring that all protocols are followed in a timely and accurate manner.	
Main duties and responsibilities:	
<ul style="list-style-type: none"> • Registering patients onto the clinical system accurately and thoroughly, including patient medical history and all other relevant information provided by the patient. • Scanning documents and attaching to patient notes on a clinical system. • Effectively managing requests from patients and Primary Care Support England (PCSE) regarding registrations both via email and via the clinical system or other routes. • Dealing with requests to remove or transfer patients (deductions) both via email and via the clinical system or other routes. Ensuring that deduction notes are actioned and ready for collection. • Accurately processing incoming medical records / paperwork. • Assisting with the organising of planned care through call and recall. Booking appointments for planned care appointments such as diabetes and asthma reviews. • Ensuring that routine referral letters are distributed efficiently within a 5-day period, using the Choose and Book programme as appropriate and attaching enclosures as necessary. • Working to KPI's and achieving audit standards. • Undertake queries on behalf of patients, trying to establish their concerns and trying to resolve, keeping the patient informed at all times. • Supporting with the co-ordinating and preparing of repeat prescriptions for our patients, data entry onto patient records, EPS and Patient and Pharmacy liaison. • Supporting patients to access online services offered by the practice. Guiding patients through the process of registration, where necessary. • Ensure high levels of confidentiality and adhering to GDPR requirements at all times. • Supporting the telephone answering system during busy periods, ensuring that patients receive a high-quality service at all times. 	
Health and Safety	
<ul style="list-style-type: none"> • To comply with the Health and Safety at Work etc. Act 1974 • To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions. 	
Equality and Diversity	
<ul style="list-style-type: none"> • To always carry out their responsibilities in line with Equal Opportunities Policy and Procedure. 	

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

Confidentiality

- To maintain confidentiality of information relating to clients, staff, and other users of the services in accordance with the Data Protection Act 1998 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/ or prosecution.

Professional development

- The post holder will participate in any training programme implemented by the practice as part of this employment.
- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework.
- To work across the various SHP sites as required.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

This job description is not intended to be exhaustive. You may be required to perform any other duties as the organisation may require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the employer's organisation and interests.

Conditions

All offers of employment are conditional on you demonstrating your eligibility to work in the UK. Offers are also conditional on receipt of a minimum of two satisfactory references, covering at least the last three years on employment, with any gaps in employment history being explained satisfactorily. Whether references are deemed satisfactory is at the discretion of the organisation.

Convictions

During the recruitment process, we will ask job applicants to disclose any unspent convictions but will not ask job applicants questions about spent convictions, nor expect them to disclose any spent convictions, unless the job is exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. If the position is identified as being exempt, the applicant will be required to undergo a DBS check, and this will also form a condition of employment.

SHP Vision Statement: To provide person-centred care at the **heart** of the community.

Mission Statement:

Solihull Healthcare Partnership aims to be the provider of choice in delivering holistic care to our neighbourhood.

Honest - We practice and encourage open and honest communication, acting with integrity in all that we do.

Excellence - We strive to achieve the highest standards in the care we deliver and enable our team to create an environment that encourages excellence.

Accountable - We take personal and collective responsibility for our actions and the way we deliver care.

Respectful - We engage with our team, our patients and our community with respect, providing kind and compassionate person-centred care.

Transformational - We are committed to continually improving our standards, working with the community, being responsive and adapting to the changing needs of the neighbourhood

Please note that all applicants must have the right to work in the UK. A full UK driving license is essential. The role may be subject to DBS checks.