



<b>Job title:</b>	<b>Office Administrator</b>
<b>Responsible to:</b>	<b>Informatics Services Manager</b>
<b>Hours of work:</b>	<b>Up to 37.5</b>
<b>1. Job Role / Purpose:</b>	
<p>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.</p>	
<b>2. Key Duties &amp; Responsibilities:</b>	
<ul style="list-style-type: none"><li>• Typing of GP correspondence, to ensure 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.</li><li>• Deal with other clinicians' secretarial needs, typing letters from the digital dictation system, tapes or copy typing as appropriate.</li><li>• Ensure two week wait proformas are dealt with efficiently and promptly and contain all relevant information. Follow up all proformas ensuring appointments are made within a two week period.</li><li>• Keep up to date with changes in referral systems and new proformas by reading e-mails sent to the practice.</li><li>• Ensure correct proformas are used by GPs and these are saved within the system and old ones removed.</li><li>• Make best use of the Practice computer system to ensure good communication and audit standards.</li><li>• Undertake queries on behalf of patients, trying to establish their concerns and trying to resolve, keeping the patient informed at all times.</li><li>• Attend meetings, take and transcribe accurate minutes and distribute as required.</li><li>• During busy periods, support the telephone answering system, ensuring that patients receive a high quality service at all times.</li><li>• Supporting summarising, call and recall and coding when necessary.</li><li>• Be an effective member of the Practice team, a team player, supporting colleagues as required.</li><li>• Registering patients onto the clinical system accurately and thoroughly, including patient medical history and all other relevant information provided by the patient.</li><li>• Scanning documents and attaching to patient notes on a clinical system.</li><li>• Effectively managing requests from patients and Primary Care Support England (PCSE) regarding registrations both via email and via the clinical system or other routes.</li><li>• Dealing with requests to remove or transfer patients (deductions) both via email and via the clinical system of other route. Ensuring that deduction notes are actioned and ready for collection.</li><li>• Accurately processing incoming medical records / paperwork.</li><li>• Assisting with the organising of planned care through call and recall. Booking appointments for planned care appointments such as diabetes and asthma reviews.</li><li>• 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.</li></ul>	



- 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.
- 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.

### **3. Other Responsibilities**

#### **Health and Safety**

- 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**

- To carry out at all times 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 patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

#### **Safeguarding**

- Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

#### **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.



**Solihull  
Healthcare  
Partnership**

- 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.

**Vision Statement:** To be the most respected Primary Care provider in the Birmingham and Solihull Region.

**Mission Statement:**

**Sustainable Primary Care services that meet the needs of our patients and commissioners.**

**Have a united, strong and financially viable organisation.**

**Practice of choice for our patients and the employer of choice for our people.**