



**Solihull
Healthcare
Partnership**

Document ID:

TBC

Issue Date:

8 January 2020

Revision:

1

Job Description

Approved by:

HR

Job title:

Workflow Administrator

Responsible to:

Informatics Service Manager

1. Job Role / Purpose:

The important role of the new SHP Workflow Administrator is to positively contribute to the Time to Change NHS programme and through active upskilling and mentorship reduce the administrative GP burden by 80% and enable extra time for GP's to concentrate on clinical tasks by freeing up time.

The Administrator will follow the Workflow Optimisation Flowchart and protocol, following Practice Unbound.

Take on the responsibility of reducing the administrative burden of GP's by reading; coding and taking any actions on letters that are within the competence of the administrator as deemed by workflow which ordinarily would have been sent to a healthcare professional (GP's, Clinical Pharmacists, ANP's, Nurses, HCA's). Where there is uncertainty about whether a document can be filed directly, it will be forwarded to a healthcare professional for safety.

The post holder will identify and Read code any key clinical data from correspondence, such as new diagnoses, diagnostic test results, significant health information and/or episodes and health promotion information e.g. BP recordings, height, weight, smoking status etc.

Working with the summarising and clinical targets team to ensure key information is accurately collected and coded.

Main Job Purpose

- To ensure that all incoming and internal patient correspondence is stored on/in the patients' medical record and relevant information is coded.
- To be able to locate documents as needed by the clinical and non-clinical staff
- To carry out administrative related tasks within the administration team as delegated by the healthcare professionals and operations officer.

Key Working Relationships

- The range of individuals and organisations the post holder has contact with, how regularly and for what purpose:
- Doctors, Nurses, HCA, Pharmacists, ANP's - daily, where relevant to documents scanning and other administrative duties
- Administration & Secretarial Team - Daily, with all aspects of work

2. Key Duties & Responsibilities:

- Carry out administrative tasks relating to patient records, including filing, document management and ensuring patients can access reports, prescriptions and that they are easily accessible.
- Scanning, coding incoming clinical correspondence.



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- Taking actions where appropriate, including forwarding to healthcare professional if relevant (GP's, Clinical Pharmacists, ANP's, Nurses, HCA's) for action if clinically required.
- Attend any workflow optimisation training as deemed necessary by the practice
- Take action as directed by other health care professionals.
- Follow practice protocols to ensure consistent and high quality care is provided to our patients

Scanning Duties

- Sort and date stamp all incoming patient-related mail.
- Scan patient-related documents onto their medical record using read codes as agreed by the clinical team
- Add any additional information about the source of the document
- Forward the document to the healthcare professional who initiated the referral or who is most appropriate to receive the information
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale
- Scan all internal paper documents on to the relevant patients' record and then store the documents in line with surgery procedures.

Read Coding

- Identify relevant clinical information contained in patient correspondence
- Code and if appropriate free text the clinical information on to the patient record
- Deal with queries relating to coding

Workflow Main Duties

- Process practice correspondence (paper, electronic, email) attaching it to the patient record
- Read code accurately diagnosis, procedures and investigations, identifying and carrying out actions or passing actions to the relevant team member e.g. contacting patients to make appointments or completing referrals.

Identify the complex or higher risk areas that require input or knowledge from the healthcare professional team, including Safeguarding issues, working to the agreed practice protocols.

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.



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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.
- With agreement of the SHP Board, some Lead Nurse roles and responsibilities may be delegated to the Deputy Lead Nurse(s)
- 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.

SHP 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.