

**Location:** Brighton

**Reporting to** Service Manager

**Hours of work:** Full-time

**Education/Qualifications**

- Good all-round education ie educated to GCSE English and Math Grade C or higher

**Experience**

- Dealing with a wide range of people in different situations
- Working as part of a team.
- Experience of Reception/administration in a busy GP surgery
- Excellent telephone manner
- Experience using Microsoft Office – Word, Excel. Outlook (emails) etc

**Skills**

- Sensitivity and empathy with people from different backgrounds
- Good standard of literacy and numeracy
- Ability to work without close supervision
- Able to work as part of team.
- Able to prioritise workload
- The ability to exercise judgement when dealing with patient enquiries /problems.
- Excellent communication and interpersonal skills
- Excellent Computer skills



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BEST WORK LIFE**

**+ MAKE A DIFFERENCE  
EVERY TIME**



## Patient Services Advisor/Assistant

As a Patient Services Assistant you will have a dual role consisting of both Reception and Administrative duties.

As a member of the GP Surgery and Walk in Centre in Brighton the post holder will be responsible for the general administrative functions within the Practice including the provision of reception cover when necessary. Work within set routines, policies and procedures to provide a comprehensive high-quality service to the unit, and able to deal efficiently and courteously with patients and relatives enquiries. Be responsible for providing a high-level front of house customer experience to our patients and visitors within the Practice as directed by the Deputy Service Manager and to provide a prompt, courteous, efficient and caring service to all patients, visitors, and members of the clinical team. Liaise with other members of the team to ensure that the unit delivers a first class, and seamless service to our patients.

### What you'll be doing:

- Provide an effective face to face/telephone service using verbal and written communication to liaise with patients, relatives and staff to support the delivery of an efficient patient service
- Responsible for dealing with all queries, either via telephone or face to face promptly and efficiently to ensure that an accurate and quality information service is provided to the multidisciplinary team, patients and their relatives
- Ensuring the appropriate person is notified of the patient's arrival, and maintaining confidentiality at all times
- Book and schedule patient appointments using the electronic booking system – EMISWeb
- Ensure the smooth running of the waiting area and be observant of the patients waiting in case their health deteriorates.
- Perform receptionist duties as required by the Patient Services Manager, provide reception cover, assist with any work overflow and to ensure efficient systems are in place for the maintenance of all records in accordance with Statutory and Company procedures
- Ensure all forms of correspondence are processed in a timely manner
- Responsible for completion of general admin tasks, as required, ensuring continuity of service is maintained- including photocopying, filing faxing, fault reporting
- Support the Patient services Manager in all areas of public relations
- Ensure the reception area is kept tidy and all areas are safe for patients
- Order, maintain and replenish stock supplies for the practice as necessary, and ensure that the receipt of deliveries is recorded
- To deal with sensitive information and be able to emphasise with patients, colleagues and others
- To process repeat prescriptions in accordance with practice procedures.
- Patient engagement – proactively inform patients of benefits for signing up to the online services where patients can book appointments, order repeat prescription and view their medical record.



### Patient Services Advisor/Assistant

- To assist with QOF Management – booking patients in for their annual reviews
- To provide administrative and clerical support and other support which may be requested from time to time by the Patient Services Manager, clinicians, and other senior personnel
- To type, and distribute letters, memorandums, reports, and general correspondence as required and to ensure efficient maintenance of all records in accordance with Statutory and Company procedures
- To ensure a handover is given to colleagues when shift ends. Communicating via the end of day checklist with the management team
- Send discharge summaries to GP practices where their patients have attended the walk-in service. To ensure data protection policy is adhered to when sending patient identifiable information
- To assist with the DNA Policy – tracking patients who DNA their appointments
- To ensure any / all maintenance issues are reported to the relevant companies as soon as they arise
- To support the Reception Team Leader and promote ad-hoc patient campaigns
- To pick up delegated tasks in the Reception Team Leader's absence
- Have a flexible approach to hours, duties and responsibilities
- To answer the telephone promptly and deal with enquiries in a helpful and courteous manner, being aware of the need to maintain confidentiality at all times regarding patients and staff
- Organise staff away days and team building activities with-in practice budgets
- Assist the Management Team in organising Patient Participation Group Meetings
- To maintain a good rapport/relationship between internal and external customers of the Practice at all times
- To have an overview of the demands and workflow of the Practice during the working day. To assist the team in the daily management of the appointment system for registered and walk in patients
- Ensure the waiting area is kept tidy and keep forms stocked up where possible, and ensure that stock is checked in upon arrival to the site
- To adopt a proactive approach and deal with any issue relating to Reception which may arise. Prioritising and delegating tasks as appropriate, for example patient surveys
- To reach practice targets by asking patients to complete patient experience surveys on a daily basis
- Faxing and emailing referrals to the relevant hospital departments as requested by clinical staff & accurately document the receipt. Using ERS to refer patients at the clinicians request



### Patient Services Advisor/Assistant

- Action emails that are received from the NHS account, responding to patient queries, and printing clinical correspondence
- Assist the Service Delivery Manager in monitoring stock levels, usage and reorder of stationary, cleaning, refreshments and sundry items
- To ensure all correspondence received in the Practice is date stamped and receives prompt attention and that the Practice's filing system is maintained accurately and promptly
- To accurately scan and code clinical correspondence on to patients record using the clinical software
- Report any untoward incidents such as complaints, clinical emergencies, and injury as per company policies/procedures via Datix
- To identify problems with the operational systems in use within reception and make recommendations for improvement
- In keeping with the general management role and as may be determined by the Practice Manager
- Provide staff mentoring and training to new staff
- Undertake document management and workflow tasks using the clinical systems
- To ensure that patient test results are sent to clinicians on a daily basis.
- To ensure that new patient registrations are collected and uploaded onto the system
- To manage Open Exeter and patient data including child immunisations, smear recalls etc. for the CCG

**NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.**