##### JOB DESCRIPTION

**JOB TITLE:**  **Patient Services Medical Telephonist/ Call Handler**

**RESPONSIBLE TO: Patient Services Manager**

**ACCOUNTABLE TO: Patient Services Manager**

**JOB SUMMARY:**

As part of the NW Ophthalmology (Rochdale) Patient Services Team, the job holder will provide a high quality administrative service to patients, colleagues and other 3rd parties across all steps of the patient journey. The service provided may be face to face, in writing or via the telephone, with the job holder being courteous and professional at all times. The role demands great attention to detail and to resolve queries at the first opportunity. Striving for excellence and a willingness to continuously improve to deliver the highest standards required to support the delivery of North West Ophthalmology’s objectives.

**Principal Duties and Responsibilities**

* Act as first point of contact for patient enquiries and action accordingly whether via the telephone, in writing or face to face. Always aiming to resolve queries fully at the first opportunity.
* On receipt of patient calls, search computerised patient records, checking patient details and patient confidentiality.
* Ensure accurate electronic record keeping.
* Be familiar with and adhere to all relevant policies and procedures.
* Actively participate in regular meetings.
* Assist with resolving complaints at service level.
* Work collaboratively with clinical and patient services staff to deliver the high standard of service required by our patients.
* Book face to face and telephone appointments, including 1st appointments and follow ups.
* Liaise with NHS providers regarding the management of onward patient referrals.
* Receive and promptly action referrals for all areas of ophthalmology liaising with NHS providers as required.
* Communicate with the Patient Services Coordinator to ensure that clinics are scheduled effectively, patients are allocated efficiently and that theatre and clinic capacity is optimised.
* Building, extending and maintaining clinics while managing allocations at all times to ensure capacity is optimised.
* Accurately complete clinic follow up including printing, packing and posting letters.
* Progress referrals in an accurate and timely manner.
* Promote Patient Feedback Surveys.
* Maintain knowledge and understanding of all aspects of administration required across all disciplines of the business.

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| **Person Specification – Administrator** | | |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * GCSE or equivalent. | * Further education or vocational training |
| Experience | * Previous administration experience in a similar setting * Previous customer service experience * Experienced in providing information and advice to patients/relatives or customers | * Experience gained in a healthcare environment. |
| **Skills and Knowledge** | * Excellent communication and interpersonal skills. * High degree of accuracy with regard to patient correspondence and filing. * Ability to route cause and problem solve providing innovative solutions. * The ability to exercise judgement when dealing with patient enquiries /problems. * Excellent Computer Skills. * The ability to plan and organise own time |  |
| Other Factors | * Be professional, polite and courteous in all interactions. * Ability to complete tasks to deadlines and to a specified standard. * Ability to be flexible in approach to work. * Fit to undertake the role. * Willingness to learn new skills. * Adaptable in a fast paced environment. * Can do attitude. * Team player |  |

**Additional Information:**

**Appraisal**

Practice Plus Group operates a system of individual performance review/appraisal for the purpose of agreeing performance objectives and discussing development needs in line with requirements of service need in the operational plan.

**Clinical Governance**

To have responsibility for a commitment to maintaining a high quality service to patients by continual development of practice in the light of research evidence and by audit, based against clinical relevant standards.

**Code of Conduct for Professional Group**

All members of staff are required to work in accordance with their professional group’s code of conduct (e.g. NMC, GMC, HCPC).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

**Confidentiality**

The post holder is required not to disclose such information, particularly that relating to patients and staff. All employees are subject to the Data Protection Act 1998 and must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The post holder must not at any time use personal data held by Practice Plus Group for any unauthorised purpose or disclosure such as data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of Practice Plus Group, unless expressly authorised to do so by Practice Plus Group.

**Conflict of Interests**

You may not without the consent of Practice Plus Group engage in any outside employment and in accordance with Practice Plus Group Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in Practice Plus Group. Interests that might appear to be in conflict should also be declared.

**Criminal Records Bureau**

It is a requirement of this position that a Criminal Records Bureau disclosure at the enhanced level is undertaken.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

**Education and Training**

Personal continuing professional development is encouraged and an annual appraisal system is in place to discuss CPD and ongoing objectives.

**Equal Opportunities**

The post holder is required at all times to carry out responsibilities with due regard to Practice Plus Group Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with Practice Plus Group.

**Health and Safety**

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment center, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Risk Management**

All members of staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Post holder: ……………………………………

Signature: …………………………………...

Date: …………………………………...