



"Trust our family to look after your family"

PATIENT CARE CO-ORDINATOR – PHONE HUB

Hours: 37.5 hrs per week (job share considered)

£8.91 per hour

Site: **Tower Court**

We have an opening for a Patient Care Co-Ordinator to join our existing team here at York Medical Group. The ideal candidate should be friendly and approachable, have excellent customer service skills, be computer literate, have an excellent telephone manner and be a flexible team player. Given that we are still working within a pandemic and the challenges health care provides are constantly facing, it is essential for candidates to be resilient, we find a good sense of humour really helps!

Main duties include;

Working in the Phone Hub alongside the triaging GP on duty and Hub Supervisors you will be answering incoming telephone calls and booking patients into the most appropriate appointment slot depending on their health needs and guidance from our signposting documents. Other duties could include greeting patients, registering new patients to the practice, processing and distribution of prescriptions and dealing with general enquiries.

The successful candidate must be available to work between 8am and 6.30pm. Knowledge of the Systm1 booking system and experience of working within a GP surgery would be an advantage but not essential as full training will be given.

This is a very busy environment to work in with constant demand for appointments, but you will be working with a great team of people who will support you along with the way.

Interested candidates can download the job description from our web site and complete the YMG application form and email to kaywilson5@nhs.net

Closing date: 22nd April 2021

We reserve the right to close the advert earlier should we feel we have sufficient suitable applications. Candidates who have previously applied for this role need not apply.

Job Description

Patient Care Co-ordinator

JOB TITLE:	PATIENT CARE CO-ORDINATOR
RESPONSIBLE TO:	Site Lead
RESPONSIBLE FOR:	n/a
JOB PURPOSE:	<ul style="list-style-type: none"> • Greeting patients and visitors in an efficient and courteous manner • Provide an effective and polite telephone enquiry service • Proactively communicate information between relevant patients, doctors and professionals

MAIN DUTIES AND RESPONSIBILITIES	
1.	Greet patients and visitors to the practice and deal with general enquires and complaints
2.	Book in patients and visitors inline with practice appointments and visitors procedures.
3.	Respond and/or redirect all patient and visitor requests accordingly.
4.	Ensure computerised appointment system is up-to-date.
5.	Booking, amending and cancelling patient appointments.
6.	Set-up of new patients onto the computer system.
7.	Process and distribution of completed prescriptions.
8.	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
9.	Provide advice to less experience colleagues
10.	Ensure outstanding enquiries are explained and handed over to the next shift as necessary
11.	Provide medical information to patients using practice guidelines
12.	Record and charge patients appropriately for private work
13.	Process incoming/outgoing mail
14.	Providing clerical assistance to practice staff as required, including data processing, filing, photocopying and scanning
15.	Monitoring of stationery and other supplies
16.	Keep reception area clean and general housekeeping duties
17.	Opening/ locking up of practice premises and maintaining security in accordance with practice policy
18.	Ensure phone system is on "call taking" mode and closed at the end of the working day and that the pre-recorded message is up to date.
19.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes) In an accurate and secure manner.
20.	Ensure the scanning and electronically filing of patient information is carried out inline with procedures.
21.	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
22.	Work across multi sites will be required
23.	Keep up to date with current training

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

Date: Nov 2020

Specimen Person Specification – Patient Care Co-ordinator

Job Title:	Patient Care Co-ordinator
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Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE Mathematics C or above	✓	
GCSE English C or above	✓	
NVQ in Customer Services/Care		✓
OCR IT Qualification (or equivalent)		✓

Experience	Essential	Desirable
Practice experience of working with the general public	✓	
Experience of reception work		✓
Experience of working within a General Practice office environment		✓

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Clear, polite telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Team working	✓	
Using initiative	✓	
Self-motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
A basic understanding of a General Practice environment		✓
Knowledge of SystmOne Clinical system		✓