

The Fordingbridge Surgery

Job Description

JOB POSITION

Job Title: Care Coordinator / Receptionist

Department: Reception

ORGANISATION STRUCTURE

Responsible to: Lorraine Kelly – Reception Supervisor / Michelle Raymond – Practice Manager / Partners

Responsible for: No staff report to this position

JOB PURPOSE

- To provide patient Care Coordinator duties:-
 - i. Liaise with triaging GP to book patient appointments and signpost patients to appropriate services
 - ii. Greeting patients and visitors in an efficient and courteous manner
 - i. Provide an effective and polite telephone enquiry service
 - ii. Proactively communicate information between relevant patients, doctors and professionals
 - iii. Provide admin support for management team when required

MAIN RESPONSIBILITIES AND ACTIVITIES

- Meet and greet patients and visitors to the Practice
- Make appointments for patients, face to face, by telephone and via other electronic methods i.e. eConsult / AccuRX in accordance with Practice procedures
- Perform any other clerical service linked with their clinical needs as required e.g. book ambulances, liaise with hospitals, obtain clinical test results etc
- Accurately record clinical information on computer records
- Accurately scan data into clinical records
- Assist doctors/nursing staff/management team with all reasonable requirements
- Provide assistance in dispensary unpacking drug stock orders using the electronic stock control system and accurately store the drugs alphabetically on dispensary shelves
- Administrative support may include specific blocks of work or individual tasks e.g. filing/photocopying/liasing with outside agencies etc
- You will also be expected to carry out any reasonable duties which may be requested from time-to-time
- Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures
- To assist and guide patients (if required) to use the Health Check POD in the main waiting room

CRITICAL FACTORS

- Accuracy, method, application and an excellent approachable demeanour are critical to performing the job well
- In performance of the duties outlined in this job description, the post holder may have access to confidential information relating to patients and their carers and practice business. All such information from any source is to be regarded as strictly confidential
- Administrative tasks require conscientious, proactive, efficient input to a high standard of completion
- The post holder should recognise the importance of effective communication within the team to include effective communication with other team members, patients and carers
- The post holder will assist in promoting and maintaining their own and others health, safety and security as defined in the practice health and safety policy.
- The post holder will apply practice policies, standards and guidance

This Job Description is not exhaustive and may be adjusted periodically after review and consultation.

Prepared By: Michelle Raymond – Practice Manager **Date:** March 2022