

# Farnham Road Practice



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<b>Job Title:</b>	<b>PATIENT SERVICES ADMINISTRATOR</b>
<b>Responsible To:</b>	Patient Services Managers
<b>Hours</b>	Full time- 37.5 hours/per week 5 days a week, Monday – Friday, 8.00 am – 6.30 pm.
<b>Salary</b>	£8.50/per hour £9.00/per hour (following successful probationary period) Inclusion to the NHS pension scheme.
<b>Location</b>	The post holder will be based at Farnham Road Practice (301 Farnham Rd, Slough SL2 1HD) however, may be required to work at any Farnham Road sites/practices in Slough at any time throughout the duration of the contract.
<b>Job Type</b>	Permanent
<b>Job Purpose:</b>	To be a member of the Practice Team, supporting the qualified professionals who work in partnership to ensure the patient journey is timely, accessible, respectful, compassionate and inspiring trust towards informed consent. Be the first point of contact between the patients and the Practice. Provide clerical support for the efficient running of the Practice.

## CORE DUTIES AND AREAS OF RESPONSIBILITIES

### General Reception- Front Desk

- Receive patients and make appropriate arrangements for their professional care.
- Operate the telephone system, other communication equipment and computer system as required.
- Make new and follow up appointments.
- Accept patients' requests and queries and act appropriately; including home visits, registration procedures and written repeat medication requests.
- Help patients to complete surgery forms following registration guidelines.
- Issue appropriate specimen containers and instructions to patients, explaining their use and later receiving back specimens when required.
- Supervise the waiting area to ensure patients are properly and fairly dealt with.
- To open/lock up practice premises and maintain security in accordance with practice protocols as and when required.
- Ensure the Reception area, and Consulting rooms are left tidy and replenished at the end of surgery.
- Display a can-do attitude and teamwork

### Telephone HUB

- To process telephone calls for appointments, visits and telephone consultations and ensure callers are directed to the appropriate healthcare professionals.
- Relay messages as required between Doctors, patients, colleagues and other professionals.
- Advise patients that fees and charges may be made for services performed by the Practice, which are outside the scope of those offered free by the NHS.

- Log requests for home visits on to the computer appointment system include all relevant information. Ensure complete and accurate documentation of each patient contact.
- Communicate effectively with patients and families regarding complex information about their care, provide advice and information to patients, carers and their families where appropriate.
- Communicate effectively and work collaboratively with medical, nursing, allied health professionals and operational staff to ensure delivery of a co-ordinated service.
- Liaise with Patient Services Managers to process daily tasks list.

### Administrative & Clerical HUB

- Operate the Practice computer system as required. (Full training will be given).
- Initiate and compile accurately forms normally used in the running of a medical Practice and record appropriately.
- Referral management
- Compile various statistical information from Practice sources as required, following appropriate training.
- Collate and maintain files, medical records and associated surgery records (including pathology and radiology results) as necessary.
- Maintain Diaries and other records as requested. Task management via Clinical systems.
- Booking appointments for specialist clinics
- Process insurance requests as per practice procedures.
- Extract required records from the filing room for dealing with medical and administrative purposes.
- To assist actively with the achievement of QOF (Quality Outcomes Framework) and other targets.

**Please note:** 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.

**PERSON SPECIFICATION  
PATIENT SERVICES ADMINISTRATOR ROLE**

The post holder needs to be able to demonstrate the following core competencies to a high level and use these to the full in their work. We will look for evidence of all the essential competencies during the selection process.

<b>Person Specification</b>	<b>Essential</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge and experience within the Customer services sector or reception environment.</li> <li>• Good IT knowledge and literacy.</li> <li>• Excellent Knowledge of Microsoft Excel and Word.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• Excellent customer care skills</li> <li>• Ability to work alone and under pressure.</li> <li>• Ability to handle customer complaints in an appropriate manner.</li> <li>• Ability to work as part of a team and under own supervision.</li> <li>• Good standard of literacy and numeracy.</li> <li>• Excellent timekeeping.</li> </ul>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Presentable in personal appearance.</li> <li>• Approachability to staff and customers.</li> <li>• Good level of self-motivation.</li> <li>• Outwardly enthusiastic and confident.</li> <li>• Show a flexible approach to work.</li> <li>• Provide support to others. Good listener. Adaptable and approachable.</li> </ul>

### **Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions

### **Confidentiality requirements**

Given the work environment where patient data is accessible by staff, the post-holder must observe strict confidentiality when accessing patient data. Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with practice policies on confidentiality and the protection of personal and sensitive data.

### **Health and Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

This job description is intended to be part of an agreement for employment, however, it will be reviewed periodically, and the post holders will be invited to contribute to the review.  
Last reviewed in October 2019.