

JOB TITLE: PATIENT SERVICES OFFICER

REPORTS TO: TEAM LEADER

HOURS: TBC

SALARY BAND TBC

Job Summary:

The patient Services Officer will assist and direct patients in accessing the appropriate healthcare professionals or services in a courteous, efficient and effective way. The will also provide general assistance to the Practice team and project a positive and friendly image to patients and other visitors.

Job Responsibilities:

The post holder will:

Operational Responsibilities

- Meet and greet patients and visitors.
- Respond to or re-direct queries as appropriate.
- Answer all telephone calls efficiently and in the appropriate manner in accordance with practice policy and deal with or re-direct queries as appropriate.
- Co-ordinate appointments for patients with Doctors, Nurses and other clinical staff associated with the Practice.
- Carry out monitoring of appointment system and take action to ensure it runs to maximum efficiency.
- Record messages for Doctors, Nurses and Administrative staff.
- Ensure all reception admin tasks are completed within the required timescale.
- Receive and record money for Private fees from patients.
- Process Patient Access requests.
- Process repeat prescription requests within agreed practice timescales.
- Carry out data input as detailed in the reception handbook.
- Ensure appropriate paperwork is available for GP' surgeries as appropriate.
- Ensure that the nominated area of responsibility/speciality is kept current and all relevant information regarding the area is distributed appropriately.
- Carry out administration tasks across the organisation as appropriate.
- Have full knowledge of and contribute to the working systems within the practice.
- Liaise with Doctors and other departments within the surgery to ensure processes/procedures are carried out correctly.
- Act as a Chaperone for Doctors when required.
- Effectively manage your nominated areas of responsibility
- Provide guidance and support for the medical students.

Quality

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet organisational needs.
- Effectively manage own time, workload and resources.

Contribution to the Implementation of Services

- Have a working knowledge, and contribute to Surgery handbooks, internal policies and procedures.
- Leave the workstation area tidy and ready for incoming colleague with information on any unresolved queries.
- Be conversant with and implement the Health and Safety at Work Act, Employment Law, The Data Protection Act and other legislation relative to the role.
- Be conversant with the CQC outcomes and ensure they are complied with.
- Undertake any relevant training as required relating to organisational standards and changes to software or systems.
- Develop harmonious and effective relationships across all practice teams and with patients.
- Undertake effective professional development as necessary to keep up to date with current requirements and in line with Practice policy.
- Apply Practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate and produce reports as required.

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

Infection Prevention & Control

In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan or appraisal.

Patient Services Officer – Personal Specification

	Essential	Desirable
1. Qualifications	<p>5 GCSE's at grade C or above including Maths and English</p> <p>Recognised Microsoft Office Qualification (e.g. ECDL) or relevant experience</p>	<p>AMSPAR Health Administration Level 2</p> <p>AMSPAR Medical Terminology level 2</p>
2. Experience	<p>Experience working in a medical reception</p>	<p>Experience working in a customer service environment</p>
3. Knowledge/Skills	<p>Excellent keyboard and computer skills</p> <p>Excellent communication (oral and written) and inter personal skills</p> <p>Knowledge of Medical Terminology</p>	
4. Qualities/Attributes	<p>An understanding, acceptance and adherence to the need for strict confidentiality</p> <p>A demonstrable commitment to professional development</p> <p>Ability to use own judgement, resourcefulness and common sense</p> <p>Ability to listen and empathise</p> <p>Good time management</p> <p>Confident, reliable and self-reliant</p> <p>Positive attitude to change and a proactive approach but also pragmatic and realistic</p> <p>Ability to work as part of an integrated multi-skilled team</p> <p>Adaptable, innovative, forward looking</p> <p>Honest, caring and sympathetic</p> <p>Methodical and organised</p>	