



Phoenix Health Group

JOB TITLE: CLINICAL ADMINISTRATOR

REPORTS TO: Clinical Admin Manager

Job Summary:

- To ensure that administrative systems are in place to help clinicians meet the clinical requirements of the GP contract/QOF/Enhanced Services etc.
- Provide administrative support to help clinicians maintain high standards of care across all clinical areas through audits, register checks, templates and coding, protocols, patient recall etc.
- To ensure that administrative systems are in place to help the Practice maximise its income for clinical work done.
- To register new patients and to keep existing patients' registration details up to date in line with the NHS spine.

Responsibilities:

- Maintain long term condition registers. Monitor the patient list and send invites to patients accordingly. Monitor achievement of the QOF targets on a regular basis. Liaise with the relevant clinical staff to aid achievement of QOF.
- Clinical coding of documents on patient medical records.
- Summarising incoming patient medical records accurately and in a timely manner.
- Managing incoming and outgoing records as well as request from surgeries for patient summaries.
- Managing incoming external and internal emails and tasks to the team.
- Ensuring all safeguarding documents are coded and information sent to GP and or social workers in a timely manner.
- Monitoring high risk drug blood monitoring ensuring patients are called in for appointments when required and followed up.
- Scanning on incoming post and processing
- Other duties as reasonably requested by management.



SHARED RESPONSIBILITIES:

- Work with the rest of the Admin Team to make sure that patient registrations (including change of address requests etc.) are completed in a timely manner. Also ensure that all processes relating to patient registrations (e.g. Workflow screens, GP Links, Dashboard and filing of new patient registrations) are completed regularly and that registration details and registration status information on our clinical system is accurate and up to date.

Confidentiality:

- While seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their Carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business Organisation.
- All such information from any source is to be regarded as strictly confidential.
- 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 the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & 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 recognizes 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.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- 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 patients' needs
- Effectively manage own time, workload and resources

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- 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