

Anstey Surgery
Job Description – Patient Advisor

JOB TITLE:	PATIENT ADVISOR
RESPONSIBLE TO:	Practice Manager (Administratively)/Assistant Practice Manager (Administratively)
RESPONSIBLE FOR:	n/a
JOB PURPOSE:	<ul style="list-style-type: none"> Working under the direct supervision of the Practice Manager and Assistant Practice Manager and strictly in accordance with specific practice guidelines and protocols, the Patient Advisor will provide reception and administrative support to the practice and patients in the provision and delivery of healthcare.

MAIN DUTIES AND RESPONSIBILITIES	
1.	Using SystmOne and Microsoft office applications
2.	Providing the first point of contact for patients face to face and by telephone and recognising an emergency situation / alternative method of communication if required
3.	Answering telephone calls
4.	Triaging & Signposting patients for same day appointments
5.	Booking / cancelling / rearranging patient appointments including home visit requests and dealing with patient queries
6.	Message taking for all members of the surgery healthcare team
7.	Opening and sorting the daily post
8.	Chaperoning for clinicians when required
9.	Preparing patient repeat prescription requests and issuing of signed prescriptions
10.	Receive / Action electronic patient tasks
11.	Processing electronic patient referrals to secondary care and other providers via the e-referral service
12.	Communicating with patients as required ensuring confidentiality is maintained at all times
13.	Photocopying, filing & scanning
14.	Performing correspondence management of electronic documents when required
15.	Ensure accurate completion of patient registration documents
16.	Ensuring that colleagues are aware of unresolved urgent matters
17.	Attend any required surgery meetings and training
18.	Maintain a tidy reception area, waiting room & staff kitchen area
19.	Providing holiday and sickness cover for colleagues
20.	Tidying of new patient records prior to filing
21.	Performing any other administrative duties as required
22.	Opening and Closing of the surgery – following the opening & closing procedure to including setting the alarm & ensuring all computers are switched off
23.	Making refreshments
NB The practice is continually developing therefore duties of all staff are likely to change – an adaptable approach is therefore required.	

Patient Advisor
Person Specification

	Essential	Desirable
Qualifications		Minimum of GCSE Grade C (or equivalent) in Maths and English
Experience	Experience in MS Office (Word, Excel, PowerPoint).	<p>Previous experience of working in a similar role in a GP surgery.</p> <p>Competent in the use of SystemOne but full training will be given to the right candidate.</p> <p>Knowledge of medical terminology.</p>
Skills and abilities	<p>Ability to work as part of a multi-disciplinary team.</p> <p>Ability to work accurately.</p> <p>Excellent communication and inter-personal skills.</p> <p>Ability to prioritise and manage own workload with the ability to work to deadlines.</p>	
Personal Qualities	<p>Desire to achieve and maintain high standards.</p> <p>Ability to work under pressure with a patient and calm approach.</p> <p>Problem solver with the ability to process information accurately and effectively, interpreting data as required.</p> <p>Innovative and proactive.</p> <p>Show complete reliability in all matters and is honest and trustworthy.</p> <p>Possess a real desire to provide quality service to patients.</p>	
Other	<p>Willing to work flexible hours as necessary.</p> <p>Ability to provide cover during periods of annual leave and / or sickness absence.</p> <p>Post is subject to clear Disclosure and Barring Service Check (DBS).</p>	