

WAREHAM SURGERY - JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

RESPONSIBLE TO: Practice Manager

HOURS: 15 per week + additional to cover annual leave

MAIN PURPOSE OF THE POST: Admin support

Main responsibilities of the post: Management of requests for medical information with particular attention to GDPR and the Data Protection Act 2018. Deputising for medical records summariser in her absence.

Requests for medical information

1. Manage requests for patient information in line with practice protocol.

Medical Record Summarising

1. Deputise for medical records summariser in absence (training will be given).
2. Process incoming patient documentation according to strict practice protocol.

Manage patient referrals

1. Assist GPs with electronic process for patient referrals.

Patient Online Access Requests

1. Process patient requests for access to online medical record.
2. Check record for third party data and sensitive information using appropriate software.

Management of tasks from GPs

1. Contact hospitals and other providers.

General Administration

1. Assist with general practice administration as required.

In addition to these functions, the member of staff is required to carry out such duties as may reasonably be required.

Confidentiality:

- In the course of 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

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- 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.

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

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

The post-holder will:

- Apply Practice policies, standards and guidance

SPECIAL REQUIREMENTS OF THE POST:

- a. An understanding, acceptance and adherence to the need for **strict confidentiality**.
- b. An ability to use own judgement, resourcefulness, common sense and local knowledge to respond to patients' enquiries and requests.
- c. The need to be **flexible** and be prepared to cover leave and sickness.
- d. Excellent communication skills.
- e. Familiarisation with medical terminology desirable.

PERSON SPECIFICATION

The successful applicant will be neat and tidy in appearance and in good health. He/she will have attained a good standard of basic education and will have had some reception/office experience, with the ability to use general office equipment. He/she will have good common sense, be a good team worker, and will have the ability to deal with the general public in a pleasant and courteous manner. A good understanding of medical terminology and experience working in a GP practice is desirable.

THE NHS PENSION SCHEME

All GP practice staff are entitled to join the NHS Pension Scheme. For full details please access their website at www.nhsbsa.nhs.uk/pensions.