



Frome Valley Medical Centre

CLINICAL ADMINISTRATOR

Hours of duty: 37.5hrs per week
Responsible to: Administration Manager
Salary: £13.15 per hour

JOB SUMMARY

To provide a comprehensive administration service to the Practice using EMIS medical information system, Docman, Microsoft Word, Excel and e-mail.

The clinical administrator will be responsible for daily management of the test results, actioning emails appropriately, coding and summarising within the practice, liaising with colleagues and other professionals to prepare information for monthly safeguarding meetings, taking minutes and actioning when required, recording information on patients care records, responsible for updating and maintaining carer information. Also, cover other members of the admin team during their absence.

This is a responsible role and requires someone with strong IT skills and accuracy when dealing with complex data entry.

To also provide a point of contact for patients and act as a focal point of communication between patients, doctors, nurses and other staff.

KEY RESPONSIBILITIES

Requirements of the post

- To become competent in all core admin team competencies
- To become competent in core reception team competencies
- Keep abreast of changes within the Practice and other agencies we work with by reading update e-mails and other information, which is shared via e-mail, hard copy or at meeting
- Ad hoc projects for Partners or Management Team as required
- Provide cover for colleagues in their absence
- Adhere to practice policy in respect of preserving patient confidentiality at all times
- Such other duties as agreed with the Partners/Practice Management
- Attend Practice and Team meetings

Duties

1. To review the incoming test results/lab reports each day, file normal results and reallocate results for clinicians
2. To review electronic documents each day, filing and cascading to appropriate colleagues
3. To carry out tasks as requested from clinicians
4. To action discharge summaries daily and allocate as necessary
5. To code information onto the patient's medical record
6. To check the practice email boxes daily and process information/documents accordingly as required
7. To circulate information to the clinicians within the practice



8. To process electronic documents via the practice workflow system using docman software which will include data entry onto Docman and EMIS systems. Identify and code key items of patients information from discharge summaries, hospital letters and proforma's, forward to GP's and other staff as appropriate with comments where necessary and ensure that workflows run efficiently
9. Distribute weekly MDT agenda to clinicians. Add minutes to relevant patients EMIS records ensuring they are not visible to the patient
10. To act as a point of confidential liaison between the clinicians, patients, internal and external staff and carry out any actions as required
11. Summarize, file and maintain patient's notes and records and complete coding when needed according to established protocol
12. Liaise with clinicians and other professionals in order to collate information for monthly child safeguarding meetings. Minute taking for the monthly meetings. Actioning any outcomes as required appropriately
13. Collating information received from South West CHIS sent via email, regarding baby blood spot results. Saving this information onto patients records and coding the results
14. Update and maintain the noticeboards situated in the Practice when required
15. Update our Carer information, liaise with Carer Support Centre regarding new referrals and notifying them if there are any changes to a patient's status. Update the carer and the person cared for records on EMIS
16. Responsible for ordering stock from various sources and maintaining practice stock levels, paperwork and updating stock spreadsheets
17. Maintain emergency trollies, ensuring stock is in date and available, ordering stock where necessary. Completing paperwork and electronic records and audits
18. Record and maintain fridge data loggers
19. Miscellaneous tasks including photocopying, scanning, data entry, sending post and file management adhering to practice policies
20. To be familiar with EMIS clinical system for data entry, appointments and searches and all aspects as required for your position
21. To assist with the production of any private work in a timely manner when requested by patients and other outside organisations, including logging receipt, checking valid patient consent, invoicing, collating information, photocopying & dispatching. Liaising with clinicians to complete the requests
22. To assist in vaccination clinics when required
23. To contribute to team working within the practice, offering support to and seeking support from colleagues whenever possible
24. To be familiar with reception procedures to assist this department if needed

This job description is not meant to be exhaustive, and you will be required to carry out any other duties as required either on a permanent basis or duties that may be required from time to time.



Communication

Practice staff 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
- Recognize people's needs for alternative methods of communication and respond accordingly

Individual Responsibilities

- Attendance and completion of mandatory training as directed by the practice
- Attendance at practice meetings as directed by the practice
- Adhere to practice policies and procedures
- All staff are required to register at an alternative surgery as a requirement of the role

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, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised



- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- 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 that 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, with 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
- Recognize people's needs for alternative methods of communication and respond accordingly
- Follow the practice code of conduct at all times



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

Meetings

The post-holder will:

- Attend all practice and team meetings as required

The post holder has a duty to safeguard and promote the welfare of children and vulnerable adults in line with the NHS Trust's safeguarding policies and procedures.

They must ensure that they are aware of, and work within, local and national safeguarding legislation, guidance and procedure. The post holder will be required to attend mandatory safeguarding training appropriate to their role and to act at all times to protect the safety and wellbeing of patients, service users and colleagues.

Reviewed and updated: Oct 26