



JOB TITLE: Practice Administrator

Job Summary

Practice Administrator role is to oversee and take responsibility for the **administrative** aspects of the practice. They are responsible for various administrative duties and accountable to the Practice Operations Manager and Partners.

They work closely with all members of the practice to meet agreed partnership aims and objectives within a profitable, efficient, safe and effective working environment and maintaining a happy and committed team.

Main areas of responsibility include

- Manage the completion of Medical reports and insurance requests
- Prepare/Create and manage the Practice Clinical rotas
- Organise and Book locum cover as required
- Organise F2 programme
- Organise recall letters for QOF and any other relevant services, such Learning disability health checks
- Arrange clinical system access for new starters/ smartcards and email accounts
- Maintain and update the practice website
- Support practice I.T. such as computers, printers & telephone system
- Order stationary for practice
- Any other administrative duties the practice feel is relevant to 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 will 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 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
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Monthly training sessions as necessary

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

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



Equal Opportunities

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by the practice.

Work Visa/ Permits/Leave To Remain

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Practice is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Clinical Governance and Risk management

The Practice believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting the Practice's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any Practice standards of record keeping

Information Quality Assurance

As an employee of the Practice it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Practice requirements and instructions.



Freedom of Information

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Practice complies with the Act when handling or dealing with any information relating to Practice activity.

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Person Specification

	Essential	Desirable
<ul style="list-style-type: none"> IT Skills 	<ul style="list-style-type: none"> IT literate Sound keyboard and computer skills including use of Microsoft Office, nhs net email. Ability to operate office equipment, telephones, photocopiers, fax machines, scanners 	<ul style="list-style-type: none"> Knowledge of SystmOne
<ul style="list-style-type: none"> Organisational skills 	<ul style="list-style-type: none"> Excellent attention to detail and ability to check and re-check work to ensure high levels of accuracy Ability to work on repetitive and regular tasks Ability to work under pressure and to tight deadlines Problem solving skills Ability to escalate problems/issues as required 	<ul style="list-style-type: none"> Knowledge of or experience of medical terminology
<ul style="list-style-type: none"> Communication skills 	<ul style="list-style-type: none"> Good reading and written skills Professional telephone manner Ability to deal with patients sensitively 	
<ul style="list-style-type: none"> Interpersonal skills 	<ul style="list-style-type: none"> Ability to work as part of a team but also on own initiative when required Calm outlook in a busy workplace Positive disposition 	
<ul style="list-style-type: none"> Other 	<ul style="list-style-type: none"> Understanding, acceptance and adherence to the need for strict confidentiality and Information Governance standards Previous management experience Experience of working within Primary Care or healthcare setting 	<ul style="list-style-type: none"> Ability to work in a changing environment