



Lister House Surgery

Administrator Job Description & Person Specification

Job Title	Administrator
Line Manager	Quality and Patient Engagement Manager
Accountable To	Quality and Patient Engagement Manager
Hours Per Week	Up to 30 hours (flexible working)

Job Summary

The main responsibilities of the post holder will be to support the handling requests for patient information (Subject access requests) and patient online access requests. Working closely with the quality team to support effective communication with patients, handling queries and concerns, and assist in maintaining the staff training platform.

Primary Responsibilities

The core responsibilities of the Administrator are as below however there may be on occasions, a requirement to carry out other task; this will be dependent upon workload and staffing levels:

- To provide effective and comprehensive support responding to and preparing requests for medical information (Subject access requests). Handling requests from patients, patients' representatives and third parties, ensuring these are dealt with in a timely and precise manner.
- Monitor online access request tasks, and ensure they are processed promptly.
- Action online access checks: check through patient's electronic records and mark the necessary content as not visible.
- Liaise with the Caldicott guardian regarding any patient record access queries.
- Support with the administration of No charge scripts monthly.
- Action PDS tasks (patient demographics)- confirming patient details are correct.
- To be responsible for supporting the quality team with patient queries, concerns, and complaints. This will involve using excel.
- To provide excellent customer care, demonstrating empathy; patience and a holistic approach to patient care and building effective working relationships.
- To be able to handle calls, directing patients appropriately to relevant services.
- To support with managing staff training platforms. Adding on new staff and ensuring the training is completed in line with CQC requirements.
- To support patient communication campaigns.
- Extensive use of the GP clinical systems (TPP SystemOne) and linked software and to store data in line with practice policy to ensure records are up to date and available for clinical staff at all times.
- Attend internal meetings when required.
- Complete online training modules and online courses relevant to the job.
- Any other administrative duties to support the quality team, as required and relevant to the position, as seen to be reasonable by the Quality Manager or Business Practice Manager

Person Specification – Administrator

Qualifications

Essential **Desirable**

Educated to GCSE level including English and Maths Grade C or equivalent	✓	
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Essential **Desirable**

Experience

Experience of working with the general public		✓
Experience of working in a health care setting		✓

Essential **Desirable**

Skills

Excellent communication skills (written, oral and presenting)	✓	
Skilled in Microsoft Office software		✓
SystemOne Clinical system >1 year		✓
Effective time management (Planning & Organising)	✓	

Essential **Desirable**

Personal Qualities

Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive, and resilient	✓	

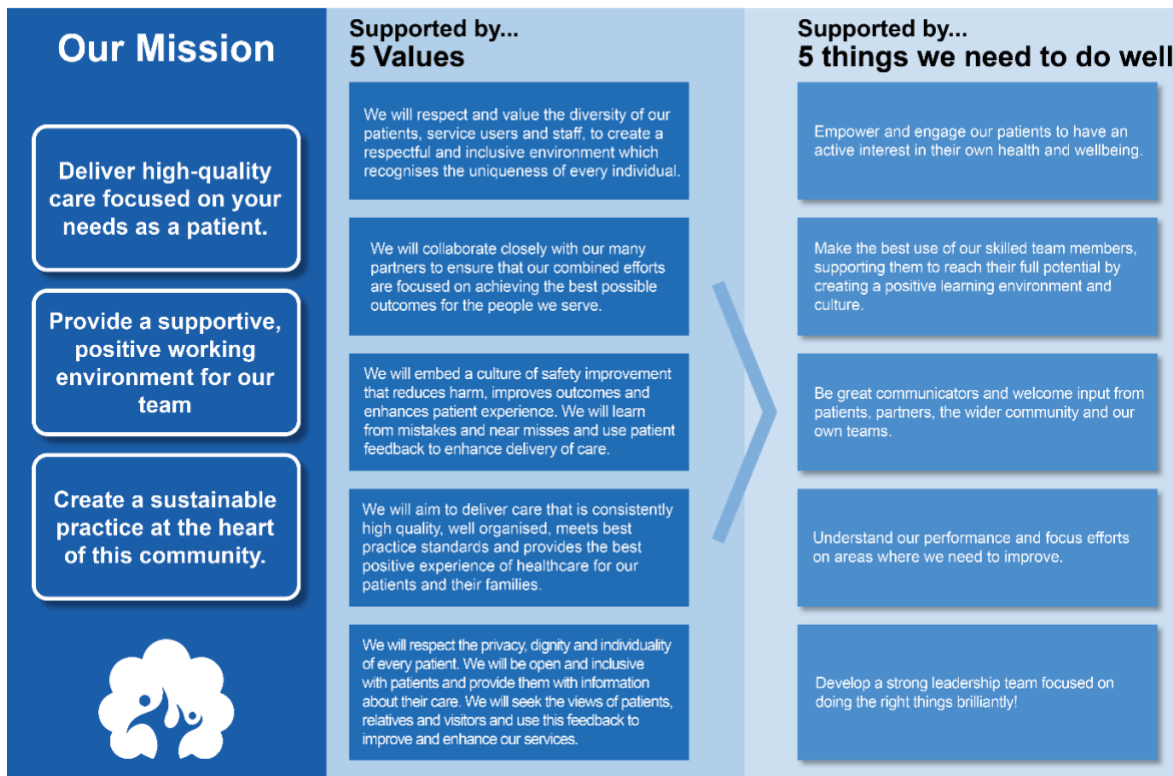
Essential **Desirable**

Other requirements

Disclosure Barring Service (DBS) check	✓	
Maintains confidentiality at all times	✓	
Full UK driving licence		✓

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

Lister House Mission Statement & Values



Practice Values

Our leadership behaviours framework set the standards of expectation we aspire to in our daily work. Meeting these standards and developing the capability to exceed them, will not only ensure that we continue to improve and respond flexibly to changing needs as an organisation, but will also help our staff to fulfil their potential, both in terms of personal achievement and career advancement.

The behaviours we expect to see at Lister House Surgery are:

RESPECT - We will respect and value the diversity of our patients, service users and staff, to create a respectful and inclusive environment which recognises the uniqueness of every individual.

PARTNERSHIP - We will collaborate closely with our many partners to ensure that our combined efforts are focused on achieving the best possible outcomes for the people we serve.

SAFETY - We will embed a culture of safety improvement that reduces harm, improves outcomes, and enhances patient experience. We will learn from mistakes and near misses and use patient feedback to enhance delivery of care.

CARE - We will aim to deliver care that is consistently high quality, well organised, meets best practice standards and provides the best positive experience of healthcare for our patients and their families.

COMMUNICATION - We will respect the privacy, dignity, and individuality of every patient. We will be open and inclusive with patients and provide them with information about their care. We will seek the views of patients, relatives and visitors and use this feedback to improve and enhance our services.

Generic Responsibilities

All staff at Lister House Surgery have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I which creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being, and safety. You have a duty to take responsibility for your own health and safety and for others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are expected to complete a practice induction programme.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Lister House Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Lister House Surgery, staff are required to dress appropriately for their role. Dress standards are contained in the staff handbook.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 25 days leave each year and should be encouraged to take all of their leave entitlement.