



JOB DESCRIPTION

Post Title: Clinical Correspondence Administrator
Level/Salary: Band 2/3
Hours: tbc
Location: Truro Health Park
Responsible to: Operations Manager / GP Partners

Post overview

To work as part of the administrative team under the guidance of the Operations Manager; providing comprehensive administrative support to the Practice.

To review and Read Code daily incoming patient correspondence into the Practice's computer system, identifying when to forward to the GP for appropriate action, to a high standard and in accordance with the Practice's protocol.

Key responsibilities

The responsibilities may include any or all of the following. Duties may be varied from time to time under the direction of the line manager, dependent on current and evolving Practice workload and staffing levels. This role may be supported by other team members.

- To sort incoming patient correspondence in preparation for review.
- Access all letters received electronically / via post and action as appropriate.
- To review all incoming patient correspondence and Read Code relevant clinical information onto the Practice's patient information system (SystemOne).
- Identify and refer any clinical actions to the GP.
- Undertake any administrative action as appropriate, and within specified guidelines.
- Liaise with internal/external departments or healthcare providers as required.

General administration

- To take and process telephone calls and queries from patients, carers and health professionals in an appropriate manner.
- Filing and retrieving patient notes and other paperwork as necessary.
- Photocopying paperwork / patient notes as required.
- Faxing letters, referrals etc., as required.

General

- To ensure the Practice's ongoing compliance with the CQC's (Care Quality Commission) essential standards of quality and safety.
- To take an active part in the appraisal process.
- To comply with all relevant Health and Safety regulations and assist the Practice in the implementation of its own Health and Safety Policy.
- To comply with and actively promote the Practice's Equality and Diversity Policy.
- To support sustainability practices and recognise the shared responsibility of carrying out duties in a resource efficient way.
- To undertake any other duties as appropriate.

General Practice is an ever-changing service and all staff are expected to participate constructively in Practice activities and to adopt a flexible approach to their work.

This job description will be reviewed annually during the appraisal process, and will be varied in the light of the business needs of the Practice.

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person specification

	Essential	Desirable
Qualifications	<p>Minimum of GCSE Grade C (or equivalent) in Maths and English.</p> <p>Recognised Administration qualification at Level 2 or above.</p> <p>ECDL</p>	<p>RSA Stage III word processing, or equivalent</p> <p>Medical secretarial qualification.</p>
Experience	<p>Proven Windows experience (Word, Excel, PowerPoint).</p> <p>Knowledge of medical databases / software.</p> <p>Knowledge of medical terminology.</p>	<p>Previous experience in a similar role in a GP surgery.</p> <p>Knowledge of 'SystemOne' software.</p>
Skills and abilities	<p>Ability to work as part of a multi-disciplinary team.</p> <p>Excellent communication and inter-personal skills.</p> <p>Good concentration skills, with an eye for detail.</p> <p>Ability to prioritise and manage own workload.</p> <p>Good time management skills with the ability to work to deadlines.</p> <p>Ability to work quickly and accurately.</p>	
Disposition / Attitude / Motivation	<p>Desire to achieve and maintain high standards.</p> <p>Able to cope with sensitive nature of work, with a patient and calm approach.</p> <p>Self motivating – able to work with minimal direction.</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>	