Watlington Medical Centre

JOB DESCRIPTION

POST: **Patient Support Team Member**
ACCOUNTABLE TO: **Patient Support Lead**

DUTIES & RESPONSIBLITIES

Make appointments for patients via telephone requests or in person at the desk

Meet and greet patients upon arrival at the surgery, and check in if appropriate

Deal with patients' requests for information relating to the Practice and dealing with payments etc. for medical examinations

Respond to patient enquiries regarding test results

Operate the telephone system, answer machine, fax machine and clinical systems

Maintain Patient Demographic information as and when needed, including registering new patients

Process GP referral letters, including the Choose and Book system.

Maintain certain patient registers for QOF and GP meetings

Process new patient registration documents including initial set up of SystmOnline

Collate DRUM information and enter onto clinical system

Provide cover to maintain staffing levels for sickness cover

Open post daily, date stamp and distribute accordingly

Take receipt of new notes from HA and enter onto clinical system, including scanning and coding summary reports when relevant

Maintain tidiness of reception, waiting room area and consulting rooms.

Undertake training as appropriate

Maintain confidentiality at all times

Maintain awareness of and compliance with the Practice Procedural Guidelines and General Health & Safety Regulations within the Practice

Undertake any further duties that may be required from time to time as requested by the Partners or Management team.

PERSONAL ATTRIBUTES:

- Excellent Communication skills
- An ability to prioritise , attention to detail and cope under pressure
- Good time keeping
- Flexibility to enable cover for colleagues and support colleagues with work flow.