**Clinical Administrator**

**Job Description & Person Specification**

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| **Job Title:** | Clinical Coder / Summariser / Administrator  |
| **Line Manager:** | Practice Manager |
| **Accountable to:** | Business Manager |
| **Hours per week:** | Full-time / Part-time 20 – 25 hours per week |
| **Rate of Pay:** | Depending on experience |

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| **Job Summary:** |
| The post holder will be a member of the Clinical Administration team with the main responsibility of the role being scanning, matching, clinically coding and summarising of patient electronic records. There are other varied responsibilities such as, but not limited to, managing referrals, processing clinical correspondence, undertaking medical reports/requests and subject access requests, patient record management including registrations and deductions, online services, generic practice emails, pathology allocation, QoF/IIF/Enhanced Services recall management etc. Also to provide support to the wider clinical and non-clinical team as needed.  |

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| **Primary responsibilities:** |
| **Document management*** Process hospital correspondence/letters in medical records to current procedural standards including but not limited to:
* importing / scanning letters
* matching letters to the patient record
* coding relevant diagnoses, procedures etc.
* summarising relevant codes
* problem linking relevant codes and correspondence
* forwarding correspondence on to the relevant person / team for further action where appropriate

**Practice communications*** Monitor, action and respond to emails received via the generic NHSmail account
* Answering of telephone calls in relation to any of the workstreams
* Support the review and updating of relevant TeamNet topic pages and contacts relevant to the role
* Support the review and updating of relevant policies and procedures relevant to the role

**Patient record management*** Register new temporary or GMS patients, registrations can be received electronically or via paper
* Perform GP2GP actions and rectify degraded entries where patient records are shared via SystmOne
* Record patient information into the record as supplied on registration
* Record whether a patient resides in a care home, nursing home or boarding school
* Identify and record where patients reside outside of the practice boundary
* Update patient demographics ie addresses, contact information and liaise with patients where discrepancies are found through PDS updates or informed by relevant persons
* Link with PCSE to ensure the Lloyd George records are received and returned in a timely manner
* Complete the GP EDI Administration Links to ensure the Spine is updated and holds up to date patient information

**Online Services** * Register new patients with an online services account
* Update patients' access rights where requested, including full and partial records access, proxy access, ability to manage appointments and prescriptions
* Review with clinical input those patient records requiring further review before access is granted

**Other*** Input/maintain patients’ clinical data on the clinical computer system
* Actively participate in relevant audit topics
* You will be expected to participate in the induction plan for all new staff members whatever their role may be as requested by Management
* You will be expected to take part in the training programme for any new or role changing staff members as requested by Management
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| **Team Responsibilities:**  |
| Although not your primary responsibility, you will be requested, when necessary, to undertake the below to support the overall Administration Team**Referrals*** Generating referral letters, reports and requests (NHS and private) ie two week wait (2WW), urgent, routine, private, advice and guidance referrals etc prioritising referrals in line with the referral policy and protocol
* Ensure completion of relevant proformas, investigations etc to attach to the referral in line with national and local clinical and referral guidance
* Send referrals to the most appropriate department and service in line with local referral guidance and pathways
* Send referrals using the most appropriate method ie e-Referral Service, email, paper
* Manage e-Referral service worklists and act on accordingly
* Ensure e-RS is monitored on a daily basis and referrers are informed in a timely manner of any rejections, updates or recommendations
* Book appropriate appointments for the patient where possible in line with national and local referral guidance and pathways and ensure these are completed within the timescales specified within the referral policy and protocol
* Ensure the referral guide is kept up to date with services, departments and supporting referral information such as proformas and share updates with the wider team when necessary
* Liaise with patients regarding their referral and assist/resolve any patient query in a prompt manner
* Liaise with external providers/organisations regarding a referral ie chasing, expediting, or arranging follow up referrals acting as a lead focal point for the Practice

**Medical reports and requests including SARs*** Generate to whom it may concern (TWIMC) letters in line with the private fees policy
* Managing requests from external Organisations, e.g., Police, Solicitors, DVLA and other agencies.
* Undertaking and monitoring private work and associated finances.
* Patient access requests/SARS completion and management of processes.
* Link with Finance & Facilities Assistant to ensure income is received in line with private work fees and chase where necessary
* Support the completion of health & social care summaries and special patient notes as requested by OOH / DHU when a plan is new or requires review

**Pathology*** Undertake the re-allocation of pathology results in line with practice policy
* Filing of bowel screening results in line with practice policy
* Processing of cytology results in line with practice policy

**QoF / IIF / Enhanced Service recall management*** Support the invitation, management and review of QoF, IIF and Enhanced Services recalls, such as but not limited to: long term conditions, coils and implants, minor surgery and other monitoring requirements for patient conditions
* Support the implementation, review and monitoring of recall processes

**Other*** Take minutes of practice meetings, including but not limited to CST, Palliative Care, Safeguarding, Nursing, Pharmacy and other practice meetings and upload to TeamNet
* Maintain close and effective communication with colleagues
* Organise, attend and participate in practice meetings
* Have a good understanding of clinical and referral systems and provide ongoing support and training to utilise the system
* Deal with IT problems and escalate accordingly via IT provider
* Undertaking continuing professional development in line with practice requirements
* Undertake other duties as deemed role appropriate and necessary by Management
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| **Generic Responsibilities** |
| All staff at have a duty to conform to the following:**Equality, Diversity & Inclusion (ED&I)**A good attitude and positive action towards ED&I 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 to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and 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 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 of paramount importance and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.**Service Delivery**Staff at Newhall Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. 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 remain vigilant at all times 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 Newhall Surgery, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role. |

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| **Person Specification – Clinical Administrator** |
| **Qualifications** | **Essential** | **Desirable** |
| RSA II audio-typewriting/typewriting (or equivalent /demonstrable experience) | ✓ |  |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| City & Guilds/AMSPAR Qualification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience and working knowledge of medical terminology | ✓ |  |
| NHS/Primary Care General Practice experience | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment |  | ✓ |
| EMIS / SystmOne / Vision user skills | ✓ |  |
| Effective time management (Planning & Organising) |  | ✓ |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement  | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintain 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.