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Wargrave Surgery

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JOB TITLE: **CLINICAL CO-ORDINATOR**

REPORTS TO: **GPs and Practice Manager**

Job summary:

Responsibilities

- Deal with all Docman letters received into the surgery actioning simple tasks within remit and forward all other items to the relevant Doctor
- Read coding appropriate letters
- Check daily for workflow from Doctors and take appropriate action
- Co-ordination of reminder procedures
- Assist with the completion of health insurance reports and claim forms
- On instruction of Doctor will raised ICE forms for repeat bloods and communicate to patient
- Following up post-treatment if required for major procedures as identified from correspondence received
- Following up patient decisions on treatments where these are not initially taken up
- To be a first point of contact for patients requiring general information relating to the practice: procedures and follow up treatment, referrals, or appointments.
- Participating in the administrative and professional responsib ilities of the practice team
- Ensuring accurate and legible notes of all correspondence and treatments are recorded in patients' notes
- Ensuring accurate completion of all necessary documentation associated with patient health care
- Attending and participating in practice meetings as required
- Monitoring effectiveness of the systems and reporting any problems or variations to practice manager
- The above list of duties is not exhaustive and may be subject to change as deemed necessary. It may be necessary from time to time for you to undertake further tasks as required to ensure the smooth running of the surgery.

Skills

- High degree of organisation and effective time management
- Effective and professional communication skills
- Customer or patient service experience in a medical environment
- IT competencies, including Word and Excel.
- In-depth knowledge of medical practices, treatments, procedures, and plans
- Committed to patient care and able to empathise with a wide variety of patients

General

The Clinical Co-ordinator will be expected to assist clinical personnel in the care of practice patients to include referrals, preventative care, screening, and patient education. The post will be administrative.

The Clinical Co-ordinator will act as a focal point of communication between patients, and other clinical and non-clinical members of the practice.

Special requirements for the post

- An ability to use own judgement, resourcefulness, common sense, and local knowledge to respond to patients' enquiries and requests while adhering to practice limitations
- An understanding and acceptance of own capabilities and awareness of own limitations
- Ability to work without direct supervision and determine own workload priorities
- Basic keyboard and computer skills
- Flexibility of working hours
- Excellent communication skills
- An ability to work within a rigid remit

Confidentiality:

- While 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 may 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 comply and assist in a full range of promotion and management of their own and others' health and safety and infection control, as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory/contractual/professional requirements, and good practice guidelines

- Responsible for the correct and safe management of the specimen's process, including collection, labelling, handling, use of correct and clean containers, storage, and transport arrangements
- Responsible for personal hand hygiene
- Active observation of current working practices across the practice in relation to infection control, cleanliness, and related activities, ensuring that procedures are followed, and weaknesses/training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiating and managing the training of others across the full range of infection control and patient processes
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile and safe way, free from hazards. Initiation of remedial/corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean and sterile, identifying issues and hazards/risks in relation to other work areas within the business.
- Undertaking periodic infection control training
- Routine management of own team and maintenance of workspace standards
- Waste management, including collection, handling, segregation, container management, storage, and collection
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 that 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

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
- Recognise 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