



"Trust our family to look after your family"

PHONE HUB/TRIAGE TEAM OPERATOR

Various hours available, minimum 16hrs to 37.5 hrs per week

£9.14 per hour

Site: **Tower Court**

We offer 6 weeks annual leave and automatic enrolment into the NHS Pension Scheme.

We have an opening for a Patient Care Co-Ordinator to join our existing team here at York Medical Group. The ideal candidate should be friendly and approachable, have excellent customer service skills, be computer literate, have an excellent telephone manner and be a flexible team player. Given that we are still working within a pandemic and the challenges health care provides are constantly facing, it is essential for candidates to be resilient, we find a good sense of humour really helps!

Main duties include;

Working in the Contact Centre alongside the triaging GP on duty and Hub Supervisors you will be answering incoming telephone calls and assisting processing on-line appointment requests so patients are allocated the most appropriate appointment slot depending on their health needs and guidance from our signposting software/documents. Other duties could include greeting patients, registering new patients to the practice, processing and distribution of prescriptions and dealing with general enquiries.

The successful candidate must be available to work between 8am and 6.30pm. Knowledge of the Systm1 booking system and experience of working within a GP surgery would be an advantage but not essential as full training will be given.

This is a very busy environment to work in with constant demand for appointments, but you will be working with a great team of people who will support you along the way.

Interested candidates can download the job description from our web site and submit their CV and covering letter via email to kaywilson5@nhs.net

Closing date: 5TH November 2021

Previous applicants need not apply.

Job Description

Phone Hub Operator

JOB TITLE:	PHONE HUB OPERATOR
RESPONSIBLE TO:	Phone Hub Lead
RESPONSIBLE FOR:	n/a
JOB PURPOSE:	<ul style="list-style-type: none"> • Greeting patients and visitors in an efficient and courteous manner • Provide an effective and polite telephone enquiry service • Proactively communicate information between relevant patients, doctors and professionals

MAIN DUTIES AND RESPONSIBILITIES	
1.	Greet patients and visitors to the practice and deal with general enquires and complaints
2.	Book in patients and visitors inline with practice appointments and visitor procedures.
3.	Ensure computerised appointment system is up to date.
4.	Booking, amending and cancelling patient appointments.
5.	Set-up of new patients onto the computer system.
6.	Answering incoming telephone calls, ensuring calls are processed appropriately using relevant form/booking process.
7.	Provide advice to less experience colleagues
8.	Ensure outstanding enquiries are explained and handed over to the next shift as necessary
9.	Provide medical information to patients using practice guidelines
10.	Keep hub area clean and general housekeeping duties
11.	Opening/ locking up of premises and maintaining security in accordance with practice policy
12.	Ensure phone system is on "call taking" mode and closed at the end of the working day and that the pre-recorded message is up to date.
13.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes) In an accurate and secure manner.
14.	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
15.	Work across multi sites will be required
16.	Keep up to date with current training via Relias
17.	Stay abreast of all changes to clinical systems such as Klinik
18.	Support and education patients who require assistant the Klinik form
19.	Support the GPs through Triage, monitoring the available appointments to ensure access is maximised

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

Date: Oct 2021