



*"Trust our family to look after your family"*

### **Patient Data Administrator**

Hours: 21hrs per week

Hourly Rate: £9.50

Site: 32 Clifton, York

6 weeks annual leave and NHS pension

We are looking for an experienced Administrator to join our organisation in supporting the GPs with their administration work. The ideal candidate should be friendly, approachable, have a good sense of humour, be a flexible team player with a positive outlook, have excellent IT and admin skills, be organised and have an eye for detail.

The successful candidate must be proficient in Microsoft Word and Excel to a good standard, experience of the clinical operating software SystemOne would be an advantage, although full training would be given for the right candidate.

#### **Main duties include:**

Correctly identifying and targeting patients for assessment and treatment using searches/reports, sending letters to patients for reviews/recalls and screening programmes, update registers such as child immunisations and highlighting reviews to clinical staff, recording emergency admissions, recording births and processing patient registrations. Supporting the Patient Liaison Officer with complaints, updating trackers to ensure turnaround times are adhered to, liaising with clinicians to obtain relevant data in order to produce minutes, reports and letters to a high standard.

Interested candidates to submit their application no later than: 31<sup>st</sup> May 2022

PREVIOUS APPLICANTS NEED NOT APPLY

## Job Description

### Patient Data Team

<b>JOB TITLE:</b>	<b>PATIENT DATA ADMINISTRATOR</b>
<b>RESPONSIBLE TO:</b>	PDT Leader
<b>RESPONSIBLE FOR:</b>	N/A
<b>JOB PURPOSE:</b>	<ul style="list-style-type: none"> <li>To support the administration of all patient data work effectively and efficiently according to practice policy</li> </ul>

<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
<b>1.</b>	To support clinical groups in correctly identifying and targeting patients for assessment and treatment using searches/reports to ensure quality and efficiency is maintained
<b>2.</b>	Continual review of Practice systems to ensure optimal delivery of patient services
<b>3.</b>	Keep informed of any matters arising as necessary, or as requested by other members of the health care team
<b>4.</b>	Escalate any day-to-day issues appropriately
<b>5.</b>	Be responsible for own personal development to ensure you are kept up to date with the most relevant processes and procedures within your area of expertise
<b>6.</b>	Be flexible and work across multi sites in line with the business needs
<b>7.</b>	Provide accurate administration skills to the team
<b>8.</b>	Send review/recall/screening (bowel/Breast/Cytology/AAA/CDM) patient letters and update recall process.
<b>9.</b>	Review QOF and enhanced services, highlighting issues to clinical/operation staff
<b>10.</b>	Update open Exeter weekly, eg donor register, cytology, child immunisations.
<b>11.</b>	Review childhood immunisation, highlighting issues to clinical staff
<b>12.</b>	Keep Links up to date, process Quarter End and Liaise with HA regarding any queries
<b>13.</b>	Audit searches, including CQC, DNA's.
<b>14.</b>	Recording Emergency Admissions/Births
<b>15.</b>	Process GP2GP in line with Practice Policy
<b>16.</b>	Postmasters check and necessary franking
<b>17.</b>	Process Registrations (Temp registration) in line with policy, including Online Services and request urgent notes, process Sharing Consent and Summary Care Record
<b>18.</b>	Maintain S1 clinical system and keep abreast with current changes to the system

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: March 2022**

## Specimen Person Specification – Patient Liaison & Support Administrator

<b>Job Title:</b>	Patient Liaison & Support Administrator
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Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE Mathematics C or above (or equivalent)	✓	
GCSE English C or above (or equivalent)	✓	
RSA II Word Processing/Information Technology		✓
European Computer Driving Licence (ECDL)		✓

Experience	Essential	Desirable
Experience of using high level Administration skills	✓	
Experience working in a customer service post	✓	
Experience of working within a General Practice office environment		✓
Practical experience of using a computerised recording systems		✓

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Excellent telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Team working	✓	
Using initiative	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
A detailed understanding of a General Practice office environment		✓
Knowledge of SystmOne Clinical system		✓