

## **Job Description**

### **1. General Information**

JOB TITLE:	Patient Care Coordinator
GRADE:	Dependent on experience
RESPONSIBLE TO:	Practice Manager
ACCOUNTABLE TO:	PCN Manager

### **1. Job Summary**

The Patient Care Coordinator will be the first point of contact for patients and service users providing an in depth knowledge of practice and local community services.

The Patient Care Coordinator will liaise closely with their clinical team and management teams to ensure patients receive timely and appropriate direction or appointments according to their healthcare need.

There may be a need to provide cover to the general administrative team within their practice.

### **2. Key Relationships**

The post holder will have regular contact with a wide range of clinical and managerial staff, administrative support staff and local health/social care service providers and charities.

### **3. Duties and Responsibilities**

The duties and responsibilities listed below are representative of the PatientCare Coordinator role and its purpose within the network.

They are not exhaustive, and the post holder may be required to undertake additional or alternative administrative duties and responsibilities commensurate with the level of the post, to support the smooth running of the service.

#### **Main Duties**

- Liaise with patients and hospitals regarding patient referrals or Advice and Guidance request using electronic referrals.
- Support the Practice Operations Manager in operational tasks relating to patient referrals, and patient engagement
- Support the Practice Operations Manager and the Practice Manager in day to

day operations of the surgery

- Timetable management support.
- Support the auditing of clinical data within the practice by running searches, and supporting the analysis of the data.
- Support the recall functions within the administration team to ensure good clinical management of chronic disease management by the clinical team.
- Act as the first point of call for all patient access queries to the Practice, embedded within the Reception team.
- Be responsible for the scheduling of appropriate clinical consultations and patient pathway appointments according to clinical urgency and healthcare need with the most appropriate member of the practice or network ARRS team
- Develop and maintain a clear and up to date knowledge of the local services, patient pathways and availability to ensure effective and efficient utilisation of appropriate service provision by directing patients to these services as appropriate.
- Develop excellent working relationships with the all partners, wider service networks including the voluntary sector, adult and children's social care, hospitals, community pharmacists and other members of the Network.
- Ensure that Practice standards are met for patients receiving notification or acknowledgement of their appointments and referrals.
- Ensure urgent referrals, telephone calls, e-mail or written queries are answered within the agreed time and in line with the Practice policy.
- Ensure that each patient is treated as an individual and their individual needs are met (ie: appropriate support is in place for their appointment, such as interpreting support).
- Ensure that patients are well informed and that messages are communicated promptly.
- Respond to enquiries in a courteous and efficient manner both face to face and over the telephone.
- Responsible for the accurate input and maintenance of patient records and confidential data onto relevant Practice IT systems, making amendments as necessary.
- Ensure that Practice and Network policies are adhered to at all times.
- Work with multi-disciplinary teams to develop services
- Participate in Network development as appropriate and participate in Network meetings.
- Collate data for the network Enhanced Services and assist the PCN Management in assessing performance against Enhanced Service and other performance standards
- Undertake any other duties commensurate to the grade, required to ensure the smooth and efficient running of the Network.
- Undertake any training as required to complete the tasks associated with the job role.
- Escalate any issues where appropriate to the Practice/Network Manager.

The post holder is required to follow Practice policies and procedures which are regularly updated including:

### **Confidentiality / Data Protection / Freedom of Information**

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 2018. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person they will be liable to dismissal. Moreover, the Data Protection Act 2018 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Practice's FOI procedure if they receive a written request for information.

### **Information Governance**

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Practice's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

### **Equal Opportunities**

Post holders must at all times fulfil their responsibilities with regard to the Practice's Equal Opportunities Policy and equality laws.

### **Health and Safety**

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Practice's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

All post holders have a personal obligation to act to reduce healthcare- associated infections (HCAs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Practice to reduce HCAs. All post holders must comply with Practice infection screening and immunisation policies as well as be familiar with the Practice's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

### **Risk Management**

All post holders have a responsibility to report risks such as clinical and non- clinical accidents or incidents promptly. They are expected to be familiar with the Practice's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Practice to be mandatory.

**Flexible Working**

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff may be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

**Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. They must attend mandatory training for Safeguarding

**Smoking Policy**

The Practice is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Practice property.

**Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

## PERSON SPECIFICATION

### Patient Care Coordinator

#### **Requirements**

A=application; I=interview

<b>Requirement</b>	<b>Essential</b>	<b>A/I/T</b>	<b>Desirable</b>	<b>A/I/T</b>
Qualifications/ Education	<p>Good general education with English and Maths to GCSE standard or equivalent</p> <p>Relevant NVQ 3 or equivalent qualification or experience</p>	<p>A</p> <p>A</p>	<p>IT package qualification / training such as the European Computer Driving Licence (ECDL)</p> <p>Customer service qualification / training</p>	<p>A</p> <p>A</p>
Previous experience	<p>Proven experience of working in an administrative role demonstrating evidence of:</p> <ol style="list-style-type: none"> <li>1. competent data collection and data quality</li> <li>2. working with confidential documents and information</li> </ol> <p>Experience of working in a customer focused environment demonstrating the ability to deal with difficult customers and challenging situations</p> <p>Experience of working both autonomously and in a team</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>Knowledge of medical terminology</p> <p>Experience of an administrative role within the NHS</p> <p>Knowledge of Practice systems (i.e.: EMIS)</p>	<p>A/I</p> <p>I</p>
Skills/ Knowledge/ Abilities	<p>Excellent communication skills, with the ability to:</p> <p>(i) relate to a diverse group of professional staff and the public</p>	A/I		A/I

	(ii) communicate clearly in writing, face to face and on the phone,  (iii) convey sensitive information in an appropriate manner (iv) communicate non-clinical advice to patients in a sensitive and tactful manner			
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	<p>(v) communicate clearly in writing, face to face and on the phone,</p> <p>(vi) convey sensitive information in an appropriate manner</p> <p>(vii) communicate non-clinical advice to patients in a sensitive and tactful manner</p>			A/I
	<p>Excellent organisational skills, with a demonstrable ability to manage and prioritise workload and work methodically, efficiently and accurately to meet tight deadlines.</p>	A/I		
	<p>Proficient IT skills experience of using Microsoft Word, Excel and Outlook</p>			
	<p>Ability to work on own initiative and with minimal supervision</p>	A/I		
	<p>Ability to work within a team and develop good working relationships with colleagues at all levels</p>	A/I		
	<p>Understanding of confidentiality and its application and maintenance in and out of the workplace.</p>	A/I		
	<p>Understanding of equal opportunities</p>	A/I		
	<p>Ability to be flexible in their approach to the work, according to priorities and changing organisational systems</p>	A/I		