

WYE SURGERY JOB DESCRIPTION

Part-time Administrator - 3 days per week (Monday, Wednesday and Friday 08.00-17.30 25.5 hours)

Responsible to the Practice Manager

MAIN PURPOSE OF THE JOB

- To provide a point of contact for all requests relating to In-House clinics and Consultant led clinics.
- To act as a focal point of communication between patients, doctors and other medical staff relating to clinics.
- To provide support for Administration team as and when required

MAIN DUTIES AND RESPONSIBILITIES

- Arrange clinic dates by liaising with the consultant's, practice manager lead practice nurse and Administrator to ensure room availability and appropriate staff. Inform medical secretaries of clinic dates.
- Prepare clinic lists for new and follow up patients using the online waiting list and invite patients to attend either by letter, telephone or text message.
- Keep waiting list up to date with new referrals or post clinic follow up patients in a timely manner
- Ensure that all paperwork, practice notes and supporting correspondence is available for each clinic.
- Complete and forward any necessary documentation to the appropriate departments at the end of each clinic, using email in the first instance if possible.
- Code the clinics appropriately after each clinic to ensure data quality
- Keep surgery Practice Manager/Assist Practice Manager up to date of clinical activities i.e. drop in referrals
- Liaise directly with the senior partner who double checks all incoming referrals from other surgeries
- Assisting with the completion of data collection and checking spread sheets as required.
- Assisting with the re-booking of appointments in the eventuality of a clinic being cancelled
- Ensuring that clinic spreadsheets are completed in an accurate and timely manner in order to assist the finance team with onward claims.

SCANNING.

- Ensure that the protocol for scanning is adhered to, reviewed and linked to the appropriate patient
- Action any patient correspondence as required



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- Process incoming post when required to do so
- Scan consultants letters and read code as appropriate
- Scan consent forms after each clinic when appropriate

GENERAL DUTIES

- Overseeing the processing and actioning of all results in a timely manner, carrying out these duties when the responsible person is absent
- Respond to all queries and requests for assistance from patients and other visitors.
- Overseeing a system to ensure that all test results have been received and actioned and informing patients of abnormal results when required to do so
- Actioning tasks as sent by clinicians when required
- Ensure that problems and queries regarding test results are brought to the attention of the appropriate doctor and that follow up action is taken if required
- Receive and make calls as required, diverting calls and taking messages as necessary.
- Send copies of results/correspondence to consultants if requested to do so
- Give copies of results to patients if requested
- Retrieve and re-file records as required by doctors, practice staff or attached staff, ensuring that the protocol is adhered to.
- Respond to ad hoc requests
- Good communication skills
- Photocopying as requested
- To process post as required, both external and internal

DESIRED SKILLS

- Polite personal manner when dealing with patients
- Good time keeping
- Sense of humour
- Respond to reception phone when necessary
- Good understanding of Microsoft Windows applications



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