

Partners

Dr Andrew Green

MB, ChB (Birmingham 1990), DCH

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MBBS (St George's 1990), DRCOG, DCH

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Sr Stephanie Keeler

RGN Advanced Nurse Practitioner

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RGN, BSc (Hons) Advanced Nurse Practitioner



Yorkleigh Surgery

www.yorkleighsurgery.co.uk

Associates

Dr Shiyamala Ratna

MBBS, MRCGP, DFFP, DRCOG

Dr Domnita Neagu

MD, MRCP, MRCGP, MFHom

Practice Manager:

Caroline Cole

Care Navigator/Medical Receptionist

Job summary

The post holder will work as part of a team of receptionists, liaising with GPs, nurses, healthcare assistants and administration staff. The role will include speaking to patients, carers and other NHS professionals and departments face to face and over the telephone. Updating the patients computerised notes, actioning messages from clinicians, dealing with enquiries and booking appointments. You will be required to help patients and signpost them to the relevant service/person. At all times the post holder must act in a manner consistent with the code of conduct and appearance representing Yorkleigh Surgery and the NHS.

“From an individual perspective, people who provide care navigation build relationships, problem solve and help locate resources, serving as a link between community, health and social services. They advocate the needs of people, they are enabling and focused on recovery, to strengthen the work of the multidisciplinary team. A key purpose is to ensure patients experience seamless, joined up care and support” – NHSE HEE, Care Navigation; A Competency Framework.

“A care navigator is a ‘go to’ person who glues it all together” Carer and volunteer member of Healthwatch Havering, contained within NHSE HEE, Care Navigation; A Competency Framework

Primary Duties and Areas of Responsibility

Reception

- Answering the telephone promptly, with a professional and pleasant manner to ensure that the caller is dealt with appropriately and effectively.
- Managing face to face enquiries, communicating in a friendly professional manner.
- Taking accurate messages and identifying the priority/urgency of the message and taking the appropriate action.
- Making appointments on the clinical system either by telephone or at the reception desk. Navigating the clinical system to effectively sign post the patient to appropriate services.
- Booking patients in using the clinical computer system to inform the clinician that their patient has arrived.
- Generating electronic repeat prescriptions and sending them to pharmacies.
- Updating patients' electronic clinical records and informing other NHS organisations, where appropriate.
- Contacting a doctor when an urgent visit is required, and if necessary, telephoning for an ambulance.

- Carrying out assigned patient administration tasks daily, including managing waiting lists, internal tasks, and any associated duties.
- Assisting the administration process of taking delivery of; and reporting low stock supplies.
- To take responsibility for your own workload and prioritise when necessary.
- To support the effective maintenance and management of practice systems.
- To have responsibility for cancelling patient appointments when the Doctor or Nurse is unavailable so that the patient is not subject to unnecessary inconvenience.
- Undertaking duties as required by the Reception Managers, Deputy Practice Manager and Practice Manager as required for the day to day running of the practice.

Communication

- To communicate on the phone, by email or in person with staff from a wide variety of NHS departments so that good communication between the surgery and all other services is maintained.
- To communicate in a professional, friendly, and open manner with patients, carers, and the public to maintain an excellent profile for the surgery amongst its users.
- To maintain confidentiality for all patients and users of the service.
- To communicate effectively and sensitively with service users who may be displaying challenging behaviour, confrontational, upset, anxious, fearful or have communication difficulties such as poor language skills, hearing loss or learning disabilities.

General

- The Post Holder may be required to work additional hours to cover holidays and sickness.
- To always ensure confidentiality, only releasing confidential information to those acting in an official capacity in accordance with practice policies.
- Attend team meetings as agreed with the management team.
- Attend appraisal and development reviews with your line manager.
- Maintain regular consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety and environmental procedures.
- To attend all mandatory training courses and any courses specific to this role as directed by the management team.
- This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with their line manager.

Confidentiality

- Under the Data Protection Act 1998, the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- 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 Yorkleigh Surgery's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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 Yorkleigh Surgery's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers, and colleagues
- Behaving in a manner which is welcoming to the individual, is non-judgemental and respects their circumstances, feelings, priorities, and rights.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors, and staff.

Environment

The postholder needs to be aware of Yorkleigh Surgery's impact on the environment and be vigilant and pro-active in ensuring they adhere to our mission of reducing our carbon footprint in areas such as recycling, waste management, reducing water waste etc.

Rehabilitation of Offenders Act

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

This job description may be amended following consultation with the post holder to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.