



RADYR MEDICAL CENTRE

Dr Helen Lawton · Dr Huw Thomas · Dr Jamie Boyce ·
Dr Laura Harrison · Dr Rebecca Wren · Dr Paul Carrucan

JOB DESCRIPTION

TITLE: Medical Administration

RESPONSIBLE TO: Practice Manager
General Office Manager / Admin Team Leader

JOB SUMMARY

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone

Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies. Carry out the duties described in a courteous and helpful manner and in the best interest of the practice and its patients.

To ensure that information is accurately entered on the system and that all activities are carried out in the best interest of the practice and its patients.

At all times to recognise the need for confidentiality when dealing with the medical records for our patients

JOB RESPONSIBILITIES

The duties and responsibilities outlined below are indicative only and are intended to give a range of the type of duties that will be allocated. These may change in light of development within the practice and service demands and are subject to review from time to time.

Management of appointment system

- Maintain working knowledge of the appointment system i.e. times of all clinics, duration of appointments, knowledge of computer system, doctor's rotas, and procedures for booking routine and urgent appointments.
- Book appointments accurately and appropriately, initialling data entries.
- Monitor daily available appointments and report any overload to supervisor as appropriate. Ensure sufficient appointments are blocked off for urgent and triage appointments.



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Management of medical records and administration

- Ensure medical records are kept accurately in alphabetical order, in easily retrievable fashion and kept tidy.
- Retrieve and re-file records as required by team/clinical/admin staff.
- Carry out scanning of clinical documents as per written procedures, ensuring accuracy of appending to electronic patient record.
- Archive all scanned records as per practice policy.
- To ensure that information is accurately entered onto the computer and that all activities are carried out in the best interest of the practice and its patients.
- At all times to recognise the need for confidentiality when dealing with the medical records of our patients. In addition, you will abide by all requirements of GDPR as it shall relate to the Practice and the patients of the practice
- Ensure efficient storage of scanned letters for confidential destruction.

Supporting the registration and deductions process

- To process new patient registrations, temporary residents and immediately necessary forms
- To ensure when patients medical notes arrive from Shared Service Partnership that they are organised and put in order.
- GP links – Process any amendments to patient records that come via Shared Services Partnership
- To ensure accurate computer entry of records for change of addresses
- List deductions and additions.
- To process FP69's in accordance with practice policy
- GP2GP transfers

Administrative and clerical duties

- Have a thorough knowledge of all practice procedures.
- Work in accordance with written protocols.
- Processing and distributing the mail, ensuring it is dealt with efficiently and forwarded to the correct person.
- Computer data entry / data allocation; processing and recording information in accordance with practice procedures.
- Scan post onto electronic medical records on a daily basis.
- Enter read coded information onto clinical database.
- Fax and photocopy as requested.
- File back records after session when required.

Information technology and audit duties

- Maintain working knowledge of computer clinical system, reporting any problems to Practice Manager / Assistant Practice Manager



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- Adhere to practice policies regarding security and confidentiality, records management roles and responsibilities and computer skills.

Telephony

- Have working knowledge of telephone system, during and out of hours.
- Handle telephone enquiries for appointments.
- Operate the switchboard efficiently, ensuring all calls are diverted appropriately.
- Accept, accurately record and distribute messages for doctors, nurses and other member of staff.
- Enter request for home visits onto computer system and where necessary refer to doctor.
- Contact patient regarding results of tests and other relevant issues in accordance with practice guidelines.

Personal/professional development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Competence

- At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources



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Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Confidentiality:

- 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 the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Records Management

- The post holder has a legal responsibility to create, maintain, store and destroy records and other practice information handled as part of their work within the practice in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest level of data quality for all records though accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have doubts about the correct management of records with which they work.

Information Governance

- The post holder must at all times be aware of the importance of maintaining confidentiality with security and information gained during the course of their duties. This will, in many, cases, included access to personal information relating to service users.

Health & safety



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The post holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

- Opening up/locking-up of practice premises and maintaining security in accordance with Practice protocols
- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

Risk Management

- The Practice is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the practices Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.

Safeguarding Children and Adults

- Radyr Medical Centre is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.

Infection Control

- The practice is committed to meet its obligation to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors, and employee against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the practice Infection, Prevention and Control procedures/ policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the Practice.

Health improvement

- All staff have a responsibility to promote health and act as an advocate for health promotion and prevention.

No Smoking



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To give all patients, visitors and staff the best chance to be healthy, the practice building and grounds are smoke-free. Staff are encouraged to promote and actively support our 'No
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- Smoking' policy. Advice and support on quitting smoking is available for all staff and patients. Community based service, Stop Smoking Wales can be contacted on **0800 0852219**

Equality and diversity

- We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status.

Dignity at work

- The practice condemns all form of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the practice Disciplinary Policy.

Contribution to the implementation of services

The post-holder will:

- Apply practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

Job description

This job description is not inflexible but is an outline and account of the main duties. Any change will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date prepared: August 2023

Prepared by: Hannah Bird

Date Reviewed: May 2024



Reviewed by: Hannah Bird

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