

JOB DESCRIPTION

JOB DETAILS	
Job Title	GP Administration Lead
Reports to	Direct line manager
Band	AfC Pay scale (Subject to formal matching)
Department/Directorate	Community Care Group – Castle Place Practice

JOB PURPOSE

The post holder will provide supervision and line management to the administration team(s) on a day-to-day basis, ensuring that the administrative services including but not limited to the scanning/summarising and coding of medical records and incoming documents, function effectively and efficiently.

Support, supervise and ensure there are up to date protocols for Primary Care Support England processes for records. management in and out of the practice and all registration activities; provide support and direction for the administrative team(s), providing adequate training where required.

Support and work with line manager to ensure Practice, Care Group and Trust targets are met; exercise judgement when dealing with enquiries, analyse and resolve problems; ensure that all documentation is produced to an excellent standard.

Manage and oversee the rotas for the team(s) and ensure adequate cover within the administration team(s) is in place during periods of leave and absence.

Manage own workload on a day-to-day basis.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To provide day to day direction and supervision for the admin team(s), along with mentoring, support, and performance monitoring. The tasks include allocating and checking of work, authorising annual leave, and resolving simple staffing issues; undertake 'return to work interviews', probation reviews and absence management monitoring. Deliver and manage PDR and wellbeing meetings for all team members overseen by this post; engender a learning organisation; sharing expertise across the Practice and ensuring team members complete the required and essential (statutory/mandatory) learning as required for their roles.
- To ensure adequate cover is in place during periods of leave across administration teams in the practice; manage recruitment for the team(s) including ensuring finance approval, up to date Job Descriptions; shortlisting, interviewing and appointing candidates; provide training to Practice staff on systems and processes; ensure that all documentation is produced to an excellent standard.
- To ensure effective and efficient diary management, and to enable management time to prepare and attend for regular performance meetings to also include Governance Meetings; organise and co-ordinate meetings including sourcing of suitable venue, time and equipment; provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures; organise and/or support meetings through effective communication
- To ensure Trust database (Health Roster) is kept up to date and accurate for all annual leave, training etc; ensure all requests or requirements are actioned appropriately; use multiple computer systems as required within the Practice; carry out routine analysis of information as directed by manager, carrying out research to support analysis of information; respond to complaints where appropriate, escalating to Practice Manager if unable to resolve.
- Contribute to the NHS service improvement/modernisation agenda e.g. service integration; work as part of the team in developing processes within the Practice to meet the demands of a growing

service; participate in team and divisional meetings as required; contribute to audits regarding departmental procedures; have a flexible approach to working hours to meet the demands of the service.

- Adhere to the Trust Access Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies; appropriately deal with all day-to-day correspondence within the Practice; make and receive telephone calls both external and internal according to Trust standards; take messages and ensure they are actioned and/or received by the correct recipient.
- Communicate effectively with internal and external Service Providers including discussion and written communication; proactively manage email communication in line with the Trust's Email Best Practice guidance; provide excellent customer care, in a calm and professional manner – some situations may be challenging.
- Have a thorough understanding of the administrative functions within EMIS including GP2GP functionality; oversee completion of administrative tasks within EMIS and AccuRx. Provide reports with support from Data Lead as required.

KEY WORKING RELATIONSHIPS

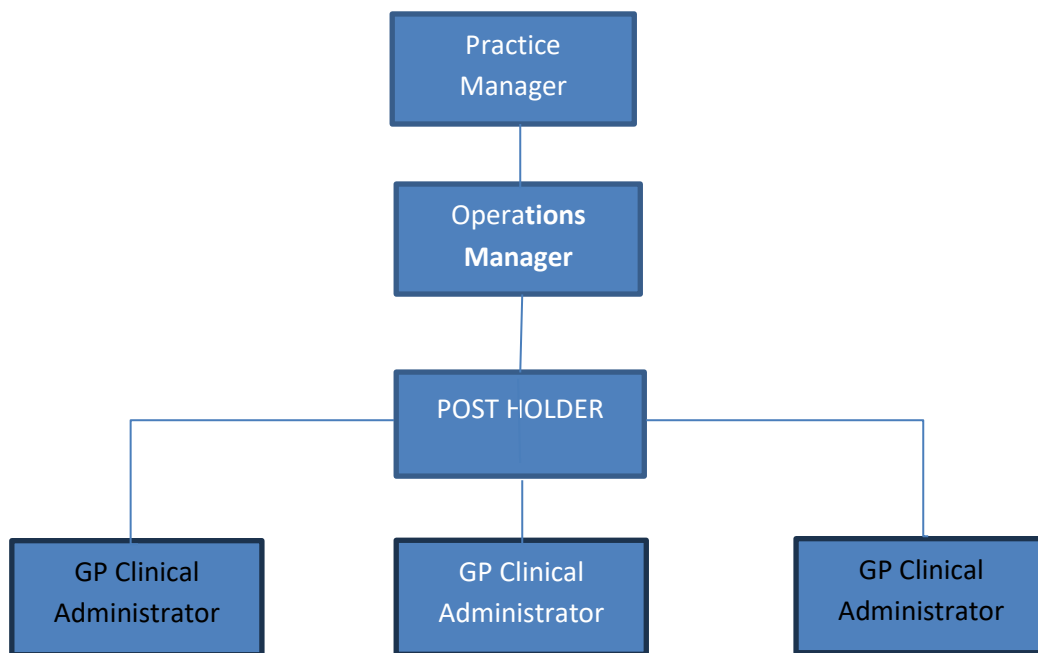
Areas of Responsibility: Manage GP Clinical Administration Team(s)

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Practice Manager • Operations Manager • Information Governance Lead • Patient Experience Lead • Human Resources • Estates • Payroll • Finance • Administration Lead • Reception Lead • Secretary Lead • Clinicians – including GPs, Nurses, ANPs, HCAs • Clinical Pharmacists • Administrative and Reception staff (Secretaries, Receptionists) • PCN Manager 	<ul style="list-style-type: none"> • Other NHS – Other Hospitals including community hospitals • Other NHS – GP surgeries • External to NHS – Care homes/Carers • External to NHS – Wider healthcare community • External to NHS – Paramedics/SWAST • External to NHS – 111/OOH Doctors • External to NHS – Pharmacists • External to NHS - Patients

ORGANISATIONAL CHART



FREEDOM TO ACT

- Responsible for managing own workload and ensuring that the team(s) meet expected departmental targets.
- Will be required to supervise and allocate work to staff in lower bands.
- Use initiative to deal with routine and complex matters including coding queries and data protection queries.
- Follows Trust policy and procedures.
- Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

- Participate and prepare for management meetings as required providing any risk assessment, data collection and complicated administrative information to staff from other departments, external contacts, and stakeholders.
- Have a high degree of interpersonal skills to liaise with a wide range of practice and hospital personal: consultants, clinicians, secretaries, receptionists, ANPs, HCAs, clinical pharmacists, ward clerks and others orally, in writing or electronically in a professional and courteous and tactful manner.
- Maintain working relationships with own and other departments, induction, training, and motivating staff to achieve objectives. Point of contact for administrative queries providing resolutions where needed.
- Provide advice, instruction, and training on complex and sensitive information to staff and other departments.
- The ability to clearly communicate the identified deficiencies and inconsistencies with relevant team lead/clinician in a timely manner and ensure learning/acceptable resolutions.
- Deal with telephone queries in a polite and courteous way and to answer telephone calls and take messages from other phones within the practice as needed.
- Contact with patients regarding non-clinical information and requesting further information to be provided; first response to patient issues/complaints raised.
- Possess the ability to work as part of a team and ability to work on own initiative.
- Ability to work and concentrate in a busy and demanding environment.

ANALYTICAL/JUDGEMENTAL SKILLS

- Using specialist knowledge, apply independent judgement during the analysis and interpretation of clinical information, processing and forwarding to clinicians as required ensuring that QOF indicators have been noted and recorded appropriately.
- Use judgement where necessary to code information onto the clinical system where information is not always clear to ensure patient care is not compromised.
- Exercise judgment when dealing with enquiries. Analyse information to resolve problems for patients and staff and ensure correct resolutions are reached to ensure patient care is not compromised.
- To ensure that all documents are processed in a timely and flagged to the appropriate clinician to ensure further management is initiated to ensure good patient care using own judgment to decide whether clinician review is needed and to what priority.
- Inputting and manipulation of data into computer databases and spreadsheets.

PLANNING/ORGANISATIONAL SKILLS

- Plan proportionate allocation of workload within the team(s) ensuring appropriate skillsets within roster.
- Rota administration staff ensuring holiday and sickness cover with adequate skillset mix.
- Arrange meetings both with higher management and administration team.
- To be professionally responsible for identifying anomalies within the electronic health record and correction of anomalies as and when required.
- Carrying out tasks in order of priority but often working on more than one thing at a time.
- Ability to cover other team leads within the Practice during times of absence through annual leave and sickness.

PATIENT/CLIENT CARE

- Contact with patients through electronic communication and when answering the practice phone when needed. Dealing and communicating with patients via email, SMS, and telephone to discuss non-clinical information e.g. on noting high blood pressures on documents contacting patient requesting they attend the surgery/provide further results. Communicating with patients, relatives and other departments via email, SMS, and telephone with non-clinical advice in response to issues and complaints raised against the Practice staff.

POLICY/SERVICE DEVELOPMENT

- Responsible for implementing, reviewing, and updating clinical administration policies contributing to and ensuring service improvement in line with Trust values and to ensure best practice, of policies and procedures in their area.
- Propose changes to working practices and procedures when planning for impact of new legislation, new systems, and changes by other departments which effect administration.
- Have a thorough understanding of the coding function including how it influences service delivery, QOF indicators, and internal and external audit outcomes.
- To be responsible for ensuring that patient care is not compromised due to inaccurate coding or flagging to relevant team/clinician updating guidance as required and implementing changes training staff.
- Responsible for creating and updating departmental policy and procedure and ensuring department

FINANCIAL/PHYSICAL RESOURCES

- To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.
- To maintain stock control, re-ordering supplies where necessary
- Sign time sheets

HUMAN RESOURCES

- Responsible for day to day management of a group of staff including responsibility for recruitment and selection of new employees, conducting development reviews and in the first instance disciplinary matters.
- Demonstrates duties to new starters, and allocate and check work of other administrative staff. Provide on the job training for new staff, taking an active part in the development review of own work,

suggesting areas for learning and development in the coming year. Produce and implement induction timetables and carry out any formal training for the role as required. Expected to cover for fellow team leads as and when required.

INFORMATION RESOURCES

- Personally responsible for review of data held on the Practice's clinical system - including modifying, maintaining, analysing information with the ability to process and present said data within set guidelines.
- Manages storage, retrieval and forwarding both electronic and physical medical records
- Responsible for collating and storing data on staff members including appraisals, wellbeing updates and personal information on management drive

RESEARCH AND DEVELOPMENT

- Regular audits are conducted to evidence processing time of documents numbers of incoming documents in various formats, logging numbers and dates of incoming medical records, SAR requests and complaints. Required to take part in audits of coded data and be responsible for learning as a result of audit on a rolling monthly basis.
- Responsible for creating and updating risk assessments as required.
- Completing regular audits of workflow and processing times to demonstrate achievement against expected standards.

PHYSICAL SKILLS

- Standard keyboard skills are necessary to allow for accurate data input, transfer documents from various formats into PDF and attach to the medical record appropriately. To be able to use a computer and software packages as needed competently and accurately.
- Ability to use scanner and photocopier as needed to input information onto the clinical system or provide patients/other healthcare professionals/third parties with data in line with GDPR guidelines.
- Excellent attention to detail, accuracy and analytical skills.

PHYSICAL EFFORT

- Combination of prolonged sitting and VDU use.
- Required to file and carry medical records to and from storage location.
- Collecting documents and information from other departments for processing.

MENTAL EFFORT

- Frequent requirement for concentration and attention to detail.
- Concentration is required when analysing clinical information and inputting data.
- Accurate inputting of data into clinical systems requiring constant verification of codes.
- Ability to navigate multiple screens within the electronic health record, spreadsheets, and outlook to maintain accuracy of cross-referenced information.
- Unpredictable work pattern taking phone calls/processing discharge summaries/mental health and safeguarding documents etc which need urgent attention and communication with GPs/Clinical Pharmacy/ANP requiring leaving current work for prolonged periods of time.
- Constant checking of coding and processes within the administration department to ensure accuracy for patient care including auditing timelines etc

EMOTIONAL EFFORT

- Frequent indirect exposure to distressing or emotional circumstances (specifically when transferring information/photography of a distressing nature into the clinical system).
- Ability to be assertive at times.
- Ability to be sensitive and have empathy towards patients, peers and staff as required.
- Dealing with rude/abusive patients, other professionals and third parties via email and telephone when frustrated with the service or lack of perceived service.

WORKING CONDITIONS

- Almost continuous use of VDU.

- Working conditions are both office surroundings and ward areas in some instances.
- Not easily distracted due to interruptions.
- Ability to focus attention.
- Working in a busy office environment.
- The temperature can vary according to the location and time of year.

OTHER RESPONSIBILITIES

The post holder will be required to supervise, mentor and support team members as required.

Undertake and ensure administration staff and completed any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	GP Administration Lead
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Good Standard of Education ILM/CMI Level 3 or NVQ in Business Administration or Team Leadership or equivalent RSA III or equivalent level of skill gained through experience or alternative qualification Relevant IT proficiency for post Medical terminology Additional relevant co-ordination knowledge acquired through further experience	E E E E E E	
KNOWLEDGE/SKILLS Working knowledge of medical terminology Decision making skills Proven communication skills Ability to promote good working relationships between staff Methodical and efficient approach to work Able to prioritise own workload to respond to changing demand Excellent organisational skills Problem solving skills Excellent analytical and data extraction skills Excellent keyboard/IT skills Comprehensive understanding of Confidentiality and Data Protection issues	E E E E E E E E E E	
EXPERIENCE Experience in use of Clinical Systems, Excel and other Microsoft Office packages Previous experience in a GP/Hospital/Healthcare setting Previous experience of supervision of staff including recruitment, appraisals and sickness management Previous experience managing staff rotas Experience of creating protocols, risk assessments and meeting agendas	E E E E	D
PERSONAL ATTRIBUTES Ability to work well as part of a team as well as ability to exercise own initiative and work independently to achieve objectives and deadlines Ability to communicate and co-operate with staff at all levels Positive and flexible approach to all demands/aspects of the role Ability to complete and prioritise own and team members work within given deadlines Excellent attention to detail with the ability to concentrate for long periods in a busy and demanding environment Ability to approach work in a calm manner and to maintain accuracy under pressure Excellent motivation for continuous training and on-going personal development Calm approach to workload Ability to work to agreed timescales and standards Ability to multi-task Able to work at PC equipment on a daily basis for long periods of time Able to deal with/report breaches of confidentiality or misuse of patient information Have a sensitive, confidential and professional manner Ability to identify issues and suggest implementing change where necessary	E E E E E E E E E E E E	
OTHER REQUIREMENTS		

<p>To be aware of and demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust</p> <p>Adhere to the Trust's Vision, Mission and Values</p> <p>Ability to travel to other locations as required</p>	<p>E</p> <p>E</p> <p>E</p>	
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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			✓	
Mental Effort	Y				✓
Emotional Effort	Y			✓	
Working in isolation	Y		✓		
Challenging behaviour	Y			✓	