

JOB DESCRIPTION

JOB DETAILS	
Job Title	GP Clinical Administrator
Reports to	Direct line manager
Band	Band 3 - (Subject to formal matching)
Department/Directorate	Community Division – Castle Place Practice

JOB PURPOSE
<p>The post holder will receive incoming correspondence to the practice in paper and electronic formats and will be responsible for attaching this to the patient record, naming and coding any pertinent information, actioning any immediate requirements and deciding whether a clinician needs to review the document.</p> <p>Identify and extract all new diagnoses, problems, allergies, investigations, and medication changes ensuring coded correctly in the patient health record (EMIS Web) and ensure any QOF indicators are correctly recorded to support benchmarking and reporting for QOF reports.</p> <p>Identify and extract missing information in paper records to computer (EMIS) records ensuring an accurate patient history.</p> <p>Upon receipt of paper records (Lloyd George) for each patient registering at the practice the post holder will review the information checking that all information received electronically is correct, ensure the electronic record (EMIS) is coded accurately, cull obsolete paper records appropriately in a timely manner.</p> <p>To monitor the overall accuracy of the electronic patient record (EMIS) from a clinical coding perspective and raise concerns as appropriate.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Summarise and/or scan medical records and code entries using own initiative in decision making onto the computer based clinical system (EMIS web) which is not monitored or checked by clinician staff therefore accuracy is essential. To code all values and complete templates appropriately to ensure correct QOF indicators are fulfilled for both mandatory data submissions and financial reimbursement. Navigate multiple systems simultaneously with ability to attach information to the clinical system from external systems (such as Outlook) read coding and using own initiative in decision making regarding appropriately attaching information to patient records within GDPR guidelines. Ensure that any potential safeguarding information is coded appropriately and highlighted to the appropriate clinician with regards to both adults and children often using own initiative and instincts to ensure best patient care. Ensure that all problems, values, investigations are coded onto the clinical system appropriately and accurately. Possess the ability to pull out pertinent information for coding and flagging from large quantities of information within documents with accuracy and efficiency to ensure patient care is not compromised. Contact patient, relative or other professionals as necessary for missing clinical information or clarification ensuring the updating of clinical coding where necessary and ensuring further monitoring that may be flagged within the document is passed to appropriate clinician/outside agency. Decide whether an incoming document needs to be attached to the clinical system or forwarded to the appropriate team for managing. Decide whether a document needs to be reviewed by a clinician and judge correct priorities for this when processing.

- Provide excellent patient care which may include communication with distressed and anxious patients and relative, treating them with tact and empathy. To deal with general telephone enquiries both from internal teams and external patients, relatives, other professionals and third parties. To locate and source any paper records required as need for Subject Access Requests, clinician audit purposes. Ensure all case note movements are logged on the appropriate electronic system.
- To ensure patient confidentiality and data confidentiality of information is always maintained in line with current GDPR guidelines.
- Responsible for raising and completing clinical coding data queries where new diagnoses/clinical co-morbidities require urgent further monitoring or contact with the patient/relatives with clinicians in a timely manner. Escalating non-compliance via appropriate channels to ensure timely patient management.
- To review incoming GP2GP clinical information for inconsistency and missing specific chronic co-morbidities, allergies and investigations previously coded and amend the clinical system coding correctly where necessary. To review incoming paper records (Lloyd George) fully summarising records which have either failed to transfer via GP2GP or the practice has not received a GP2GP record ensuring that all clinical information is coded accurately onto the clinical system (EMIS web) to allow correct continuity of care for the patient.
- To assist in the development of and adhere to departmental policies and procedures.
- To ensure the professional image of the Practice and Trust is maintained at all times.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Clinical Coding

No. of Staff reporting to this role: Nil

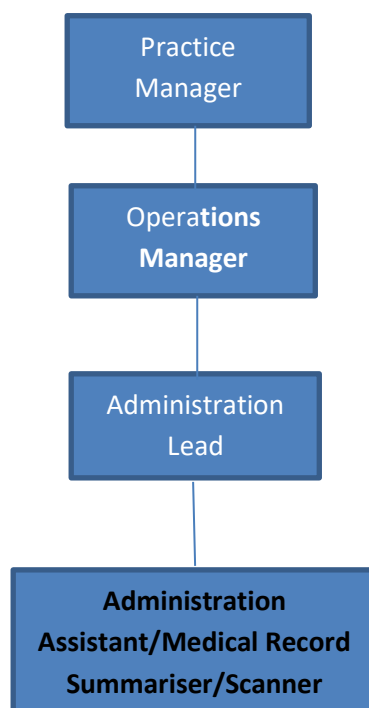
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

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 • Administration Lead • Reception Lead • Secretary Lead • Clinicians – including GPs, Nurses, ANPs, HCAs • Clinical Pharmacists • Administrative and Reception staff (Secretaries, Receptionists) 	<ul style="list-style-type: none"> • Other NHS – Other Hospitals including community hospitals • Other NHS – GP surgeries • External to NHS – Carehomes/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 as per department targets, in order to ensure patient care is not compromised.
- Use initiative to deal with routine matters and coding queries.
- Responsible for following departmental and Trust policy and procedures, and as instructed by line manager.
- Work is managed rather than supervised, the post holder decides with the Team Lead results and outcomes are assessed at agreed intervals. Completing regular audits of workflow and processing times.

COMMUNICATION/RELATIONSHIP SKILLS

- 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.
- Contact clinical staff of all specialisms as necessary for clarification of sensitive information within source documentation where there is ambiguity, which can include regular exposure to distressing information.
- Possess the ability to challenge, question and clarify by reasonable argument to a satisfactory resolution of issues, in relation to ensuring clarity with sometimes complex and contentious clinical coding.
- The ability to clearly communicate the identified deficiencies and inconsistencies to the relevant team lead/clinician in a timely manner.
- 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.
- Wear the hospital ID badge at all times.
- 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.

- Raise complex coding issues with the Team Lead/Appropriate Clinician to ensure correct coding resolution is 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.

PLANNING/ORGANISATIONAL SKILLS

- To remain task focussed during the completion of the coding process, when faced with interruptions, to enable achievement of departmental deadlines.
- To prioritise activity that is needed to be put onto the clinical system and that this information is accurate and completed in a timely manner and in accordance with departmental targets.
- 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 members of the team allocated to a specific task during times of absence through annual leave and sickness.

PATIENT/CLIENT CARE

Contact with patients through electronic communication and incidentally 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.

POLICY/SERVICE DEVELOPMENT

- Fully responsible for contributing to change in Standard Operations Procedures to inform the review and updating of clinical administration policies.
- Contributing to and ensuring service improvement in line with Trust values and to ensure best practice, including implementation of policies and procedures in their area.
- To demonstrate a commitment to the coding function by maintaining an understanding of 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 within the locally created guidance.

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. Monitoring stationary supplies within the administration team

HUMAN RESOURCES

Facilitate and support any new starters. Produce and implement induction timetables and carry out any formal training for the role as required. Expected to cover for fellow colleagues such reception team and clerical support for secretaries 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.

RESEARCH AND DEVELOPMENT

Regular workplace 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.

PHYSICAL SKILLS

- Advance 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.

- Inputting and manipulation of data into computer databases and spreadsheets.

PHYSICAL EFFORT

- Combination of prolonged sitting and VDU use.
- The post holder will be expected to stand for photocopying and scanning every day and move medical records (A4 and LG) to and from storage facility.

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.

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 and peers as required.
- Dealing daily 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

Take part in regular performance appraisal.

Undertake 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.

PERSON SPECIFICATION

Job Title	GP Clinical Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING	NVQ Level 3 or equivalent demonstrable experience IT Proficiency	Qualification in medical terminology or equivalent experience
KNOWLEDGE/SKILLS	Working knowledge of medical terminology Decision making skills Proven communication skills Methodical and efficient approach to work Able to prioritise own workload Excellent organisational skills Problem solving skills Excellent analytical and data extraction skills Excellent keyboard/IT skills	Confidentiality and Data Protection issues
EXPERIENCE	Experience in use of Clinical Systems, Excel and other Microsoft Office packages	Working knowledge/background in a relevant field (such as patient administration or data quality) within the NHS
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 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	

	<p>Ability to work to agreed timescales and standards</p> <p>Ability to multi-task</p> <p>Able to work at PC equipment on a daily basis for long periods of time</p> <p>Able to deal with/report breaches of confidentiality or misuse of patient information</p> <p>Have a sensitive, confidential and professional manner</p> <p>Ability to identify issues and suggest implementing change where necessary</p>	
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>	

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			✓	