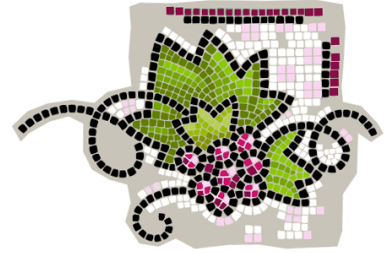


The Vine Medical Centre



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Dr Yuliya Mihaylova MBBS, MRCGP, Dip Dermatology
Dr Olusola Folaranmi MBBs (Ib) P.G Cert, MRCGP
Practice Manager: Lindsey Mulcahy BSc (Hons)

Job Description: Care Navigator

Job Title	Care Navigator
Responsible to	Practice Manager
Contract Type	Permanent
Hours Per Week	23.5
Salary	Dependent on experience
Holiday Entitlement	25 days per year & Bank holidays pro rata

Job Summary:

- To be part of the administrative & clinical team within this very busy GP Practice assisting in the smooth and efficient co-ordination of all office procedures.
- Acting as the Practice's first point of contact with patients and visitors, handling all enquiries in a tactful and efficient manner, while maintaining a caring attitude at all times.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- 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.
- Provide administrative support and services to all members of the practice team.
- Care navigating and, where appropriate, signposting patients to the most appropriate service for their needs.

Job Responsibilities:

Reception & Telephone

- To provide reception/telephone services providing a caring first point of contact for patients and external organisations.
- Receiving patients, consulting with members of practice team.
- Handing completed repeat prescriptions to patient and checking names and address.
- Monitor flow of patients into the waiting room ensuring the appointment system accurately reflects the arrival of patients.
- Answer incoming telephone enquiries from both patients and external organisations.
- Deal with queries appropriately and effectively establishing the urgency of requirements.
- Working with other administrative staff responding to telephone calls to the Practice.
- Being available to the doctors during clinics to respond to any requests for notes, specialist forms, act as chaperone, etc., as required.
- Care navigating patients to alternative, more suitable services when suitable such as 'Pharmacy First Scheme' and 'Live Well' to enable the release of the pressure on GP appointments.
- Be able to cover other team members planned absences (such as annual leave).

Appointments

- Process appointment requests for today/future appointments from patients by telephone and in person.
- Deal with visit requests.
- Book appointments and recalls ensuring the recording of sufficient information.

Administration

- To have a thorough knowledge of all practice procedures.
- To work in accordance of written protocols.
- Scanning post onto the patient medical record.
- Fax and photocopy as requested.
- Have a good working knowledge of the EMIS Web clinical system.
- Registrations of new patients – computer data entry and medical records.
- Process patients' changes of address – computer data and medical records (have knowledge of practice area).

Repeat Prescriptions

- Process repeat prescription requests in accordance with practice protocols.
- Ensuring good prescription management via the Electronic Prescribing Service (EPS).
- Have a good working knowledge of the EPS Tracker to enable troubleshooting of prescription queries and ensure speedy resolution.

Other Tasks

- Clear rooms and patient waiting areas.
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Any other tasks allocated by managers.

IT

The post holder will:

- Be proficient in using the practice clinical system and relevant modules to be able to resolve patient and staff queries.
- Enter patient information on the computer as requires and in accordance with practice guidelines. This list includes but is not exhaustive of:
 - Emis
 - Docman
 - NHS Spine Portal
 - AccuRx/ iPlato
 - NHS Mail
 - Horizon Healthcare
 - Microsoft Office

Confidentiality

- In the course of 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.

Health & safety

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:

- 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.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/professional development

The post-holder will participate in any training programme implemented by the practice as part of this employment, with 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.

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.

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.
- Recognize people's needs for alternative methods of communication and respond accordingly.

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.

This job description can be altered at any time, in discussion with the post-holder.