

Job Description

Patient Services Care Co-Ordinator



Delivering
Healthier
Outcomes

Job Title

Patient Services Care Co-Ordinator

Reports To

Patient Services Manager & Practice Manager

Location

Chadwick Road Surgery/Crystal Palace Road Surgery
(Sout East London)

Hours of Work

Full time - 37.5 hours

Salary

£23,500 - £25,500 depending on experience



About DMC Healthcare

A strong provider in the NHS ecosystem, DMC Healthcare has played a significant role in service delivery for over 50 years, helping to reduce health inequalities. From being at the sharp end of the patient journey into treatment in primary care, to delivering fast, accurate radiology reporting, consultant-led dermatology and insourced endoscopy services, DMC Healthcare remains committed.

How to apply

Email us at

recruitment@dmchealthcare.co.uk

Or

Visit our Careers page and follow the steps

dmchealthcare.co.uk/careers

0207 635 1012

Our Mission

Is to create a frictionless patient experience of the highest quality, wherever needed.

Our Team

DMC takes pride in a diverse workforce, involving a range of talented and knowledgeable experts working together as teams. This includes clinical experts, who constantly strive towards delivering the best patient care, and non-clinical experts and support staff, who revolutionise working methods in the healthcare industry.

Our Culture

Our TRUST values reinforce that what we do is built on strong teamwork, respect for one another and importantly respect for the patient. We take time to listen and understand everyone's needs, we're supportive and truly care and whatever we do, we do it together.

Your Wellbeing

It is our people who make DMC Healthcare what it is today, and we are extremely proud of the achievements of our staff. At DMC, our clinicians and administrators feel supported and empowered through our range of learning resources and our team, to offer opportunities for growth.

Learn more about us

OUR TEAM & CULTURE | STAFF BENEFITS | TRUST VALUES |
EQUAL OPPORTUNITIES | PEOPLE STORIES | HR POLICIES &
PROCEDURES THAT SAFEGUARD YOU

Visit www.dmchealthcare.co.uk/careers





The Person

Passionate about contributing to DMC's service development across our Primary Care Team and more widely across the organisation, enabling you to be involved in the decisions that affect our care delivery.

Our administration teams are the first contact patients have with our services. These are important roles at the heart of the high-quality care we provide.

We invest in our reception and admin staff from the moment they join us. This includes sector-leading pay, benefits and training, and a career where you will make a difference every day.

You will be part of a motivated team, working closely with a range of healthcare professionals, making sure we always deliver the best possible care and experience for our patients.

Candidates will need to be comfortable with a flexible approach to tasks and be proactive in solving problems. They must be able to engage positively with patients and colleagues.

You will also be supported to use the latest technology, to connect with patients.

To be considered for this exciting role:

- Reception or customer care experience is essential
- The person must be an excellent communicator both spoken and written
- Must have PC skills will be able to use basic Word, Excel and e-mail
- Must be able to work within processes/procedures
- Work effectively with colleagues as part of a team.
- A willingness to learn and progress with a 'can do' attitude.
- Previous experience of working in the NHS is welcome but not essential.
- The ability to communicate with a wide range of people in a kind, professional and caring way.
- Previous experience in the use of EMIS Web is desirable

The Role

The primary focus for this role is to help manage the key customer accounts that DMC



currently hold within DMC Primary Care GP Practices.

To be responsible for undertaking a wide range of administrative duties which include registering patients, booking appointments, ensuring all information is managed correctly, filed and followed up accordingly. To act as the focal point of contact and be responsible for the dissemination of information, messages and inquiries for the medical team, liaising with multidisciplinary team members, other healthcare professionals and staff within the practice.

Main Duties & Responsibilities

Core functions, but not limited to:

- Responding to patient queries and liaising with the wider primary care team.
- Managing appointment requests and signposting patients to our range of services.
- Maintaining patient records and maintaining patient confidentiality.
- Utilising other information systems to support efficient workflow processes.
- Emailing, scanning and coding clinical correspondence.
- Processing prescription requests in a timely manner.
- Supporting patient health promotion recall campaigns.
- Encouraging uptake of our digital tools to support patient self-care.
- Taking part in all mandatory training, annual appraisal and continued education, learning and development.
- Be involved generally in the maintaining and encouraging of adequate security measures e.g. locking doors, setting security alarm where relevant.
- Maintain the Health and Safety of all staff, patients and visitors.
- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity with the agreement of the Practice Manager.
- Comply and familiarise yourself with the Practice's policies and procedures.
- Carry out any other duties as reasonably requested by the Clinicians, Practice Manager or Patient Services Manager.



Reception Duties

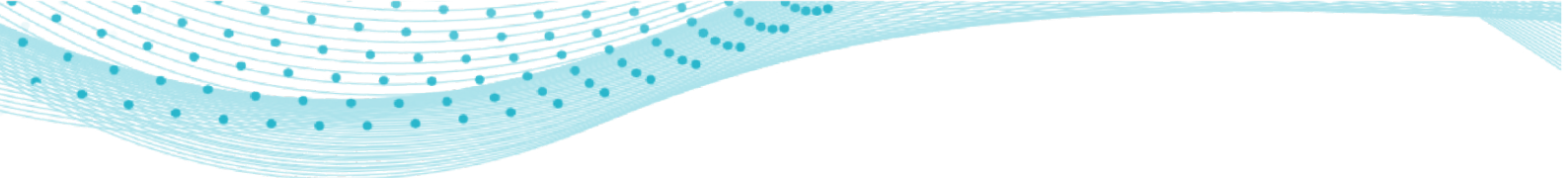
- Ensure that all patients and visitors at reception and telephone callers to the practice are greeted professionally and politely.
- Answer all incoming phone calls from patients and other healthcare professionals. Action as appropriate.
- Deal with administrative queries and requests from patients and act as liaison with the clinicians as necessary.
- Book/cancel/rearrange appointments via the clinical system.
- Support and assist clinicians as required.
- Arrange interpreters as necessary.
- Ensure up to date patient information is recorded.
- Manage requests and completed medical reports. Including the receipt of fees for such reports.
- Daily preparation of facilities including, clinical rooms.
- Keeping tidy the workspace and waiting area.

Clerical Duties

- Ensure that prescriptions are handled accurately and efficiently following protocol
- Deal with GP Links including the amendment and deduction of patients records
- Monitor incoming electronic test results to ensure prompt review by clinicians
- Data entry of new and temporary registrations and relevant patient information e.g. smoking status, BP, ethnicity, medication from hospital letters
- Scan all patient information in computerised record i.e. medical documents, hospital reports and letters as necessary
- Deal with referrals to primary and secondary care
- Action tasks set by clinicians via the clinical systems and email
- Handling of document via clinical systems and practice protocols

Data Duties

- Reviewing medical records of new patients, inputting and summarising medical history.
- Registering patients.

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- Read coding medical data into clinical system and computerised medical record of patient.
 - Set up and run clinical searches.
 - Interrogate data for audit purposes.
 - Maintain the appointment system
 - To provide and maintain information required for public health targets. This will include data checking and liaising with the clinical team to improve performance.
 - Take part in practice performance related to recalls for patients.

Our HR Policies and Procedures Safeguard You.

To learn more, visit www.dmchealthcare.co.uk/policies-and-safeguarding