

## **JOB DESCRIPTION**

### **PCN CARE Co-ordinator**

#### **Billericay Medical Practice**

#### **Full time position**

### **RESPONSIBLE TO:**

#### **Practice Management team**

The post holder will provide a high quality and responsive service to all patients ensuring that the Practice runs efficiently and in accordance with patient need and practice protocols.

#### **General Duties**

- To make appointments with the whole primary care team, in accordance with the practice appointment system and care navigation.
- To assist in the daily scanning and indexing of patient correspondence.
- To be aware of all the allied health professional and ARRS roles and community providers, in order to offer comprehensive assistance to our patient population.
- To provide a helpful and friendly service to patients.
- To provide additional assistance to patients unable to use our digital services and platforms.
- To answer telephones promptly, ensuring that all in-coming lines are covered.
- To assist in the scanning and indexing of patient correspondence onto patient's medical records.
- To comply with the practice procedure for the registration of new patients, temporary patients and those seen as an emergency or immediately necessary.
- To comply with all relevant practice procedures, regulations, and protocols and to always maintain confidentiality, with reference to patient records.
- Be the practice carers champion.
- Be responsible for organising and performing Patient health Checks.
- Be responsible for working closely with the lead clinicians in producing and submitting in a timely manner the practice Safeguarding, Information Governance and Infection control audits.
- Be responsible for liaising with newly diagnosed cancer patients.
- To be responsible for safety netting all patients who have been referred on a 2WW pathway.
- Organise and take minutes of all practice meetings, that include clinical and palliative care meetings.
- Assist the management team in the development and maintenance of the practice website.
- Be the first point of contact in responding to patients' complaints based on the practice complaints procedure.
- Assist in the clinical staff templates.

- Assist in the patient recall programme.
- Assist in all related QOF work
- Assist with the administration of COVID and Flu clinics or any new vaccination programmes.
- Working closely with the practice CQC clinical lead to ensure that CQC required documentation are kept up to date.
- Assist in implementation of any new services with a patient centred, customer focused approach.
- Be responsible for the collation and reporting of Friends and Family Test.
- Assist in the production and circulation of patient surveys and audits
- Assist in any project work as deemed appropriate by the Practice Management team
- To undertake any other duties as deemed appropriate by the Practice Management team

### **Health & Safety**

- To follow the health and safety policies and procedures of the practice and any national and local guidance and regulations.
- To actively identify and report any health and safety hazards to the Practice management team

### **Equality and diversity**

- To act 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.
- To respect the privacy, dignity, needs and beliefs of patients, carers, and colleagues.
- To behave in a manner which is welcoming to and of the individual, is non judgmental and respects their circumstances, feelings, priorities, and rights. This job description is subject to regular review.