

Administrator

Llandrindod Wells Medical Practice

Job summary

Llandrindod Wells Medical Practice is looking for an experienced and enthusiastic Clinical Coder/Administrator to join our admin team. You will be a good team player who can also work autonomously. You will be coding documents and summarising notes, as well as providing quality secretarial support to our GPs and administrative support to the practice manager. You will have a keen attention to detail, the ability to prioritise your workload and the desire to develop in the role.

Main duties of the job

- Summarising and coding new patient records.
- Scanning/electronic filing and coding of incoming documents onto the clinical system (EMIS), according to practice procedures.
- As part of a team, provide general secretarial support to the Doctors and Health Professionals involving word processing and audio typing skills for referrals and letters.
- Provide administrative support to the practice manager, including electronic file management.
- Help manage and respond to emails that come into the generic practice email account.

About us

Llandrindod Wells Medical Practice is a welcoming and supportive Practice located in Mid Wales with good transport links to surrounding areas. We have 6 GP partners and we are a training practice for GPs, medical students, and PAs.

We have a strong ethos of continued personal development and we are keen to embrace technology and improve our working practice.

Job description

Job responsibilities

LLANDRINDOD WELLS MEDICAL PRACTICE

JOB TITLE: Clinical Coder/Administrator

REPORTS TO: PRACTICE MANAGER

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Responsibilities:

- Summarising of new patient medical records and preparing them to be filed.
- Reviewing medical records and producing an accurate summary of the patients' medical history when requested.
- To scan or electronically store relevant correspondence into patient's notes and appropriate READ coding.
- To provide an efficient audio, copy typing and word processing service for GPs and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, etc. in an accurate and quality manner.
- To assist the Practice Manager with clerical and administrative duties as requested
- To make appointments, bookings and admissions as required.
- To receive and initiate telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- To assist with the gathering of statistics and information when required.
- To provide cover for members of the secretarial team during periods of sickness and annual leave.
- To deal with the posting of mail daily.
- To carry out searches, audits and recalls as required by the Doctors, Nurses and Practice Manager.

- Help manage and respond to emails that come into the generic practice email account.
- Ensure security of data at all times.

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, to include:

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

Reporting potential risks identified

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 recognizes 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 which 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, 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
- Attending protected learning sessions organised by the LHB/IRH

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- 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

Person Specification

Qualifications

Essential

- GCSE Grade A-C or equivalent in English Language and Maths

Desirable

- Medical Terminology Course
- Clinical Coding course
- Medical Secretary Course/Diploma
- Secretary/ Admin qualification

Experience

Essential:

- Ability to communicate effectively with people at all levels by telephone, in writing and face to face.
- Excellent attention to detail and literacy skills.
- Excellent organisational skills with the ability to prioritise own workload and multi-task.
- Able to work under pressure and to deadlines.
- Able to work well as part of a team.
- Tact, diplomacy and sensitivity.
- Flexibility and confidentiality.
- Strong IT skills including Microsoft packages.

Desirable:

- Experience of working as a clinical coder.
- Secretarial experience.
- Knowledge of the NHS Referral processes.
- Knowledge of EMIS or other clinical systems.
- Knowledge of local hospitals.

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Employer details

Employer name

Llandrindod Wells Medical Practice

Address

Spa Road East

Llandrindod Wells

Powys

LD1 5ES

Employer's website

<https://www.llandrindodsurgery.co.uk> (Opens in a new tab)