



Recruitment Pack

Workflow Administrator (Scanner)

Part-time to Full-time – 20 - 37.5 hours

Dear Candidate

I am delighted that you have shown interest in joining our team.

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based, and compassionate service and you will have a vital role to play as our Scheduling Admin Assistant

Taking responsibility for the effective administration of our Scheduling services, you will be part of our Scheduling Team. You will liaise with our clinical team and external stakeholders to provide a single point of focus for administrating scheduling activities. Although not a patient facing role, the support you provide to the clinical team is essential to achieving the high standards of care we aspire to provide.

An experienced administrator, you will bring demonstrable ability to organise your activities, produce accurate reports and communicate effectively with multiple parties whilst upholding the highest standards of confidentiality. You should be IT-savvy, passionate about administration and extremely methodical. A background with scheduling administration would be very useful but is by no means essential provided you have the focus and diligence we need. In return, we offer real responsibility and the opportunity to make an impact on the care we provide, plus plenty of scope for personal and professional development.

You will enjoy membership of the coveted NHS pension scheme, as well as 25 days annual leave (pro rata), generous NHS employee discounts, free parking and more.

If this is you, we would really like to meet you.

To apply

- Provide an up to date CV and a supporting cover letter detailing how you meet the requirements of the role
- Indicate your availability for interview
- Applications are to be e-mailed to hiowicb-hsi.livingwell-recruitment@nhs.net

Thank you for your interest and we look forward to hearing from you.



Dave Barclay
Managing Partner (Non-clinical)

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

1.1.1 Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

1.1.2 Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

1.1.3 Come and join us

We are looking for an exceptional administrator who wants to embrace the changes in general practice and who values our aspiration to provide excellent service, always.

Come and talk to us, come and see what we are doing, come and join us.

The Role:

The Living Well Partnership is recruiting for a new member of staff for our busy Patient Workflow Team. With our merger in 2017 making us the largest partnership in Southampton, we are establishing a new operating model to support the Clinical team.

The Patient Workflow Team Administrator plays a key part in our team, as they receive all incoming correspondence and process this information into clinical systems and patient records. As the team continues to develop with both new technologies and new efficiencies, you will be joining at a time where our vision of General practice really begins to take shape.

On a normal day you will be scanning in various clinical and medical letters, assigning these to patient files and confidently escalating urgent queries to the attention of our GP team. This role requires attention to detail, a love of process and a keen eye for medical terms.

The Candidate:

As a candidate you will need to have several years' experience in an administration role and be used to working at pace and towards team targets.

Experience in a healthcare setting with prior knowledge of medical terminology and coding is desirable, but not essential. Likewise experience of working with EMIS and Docman would be desirable.

What is essential is a great attitude towards learning new things, embracing change, and an enjoyment of processes and routine. You will be IT literate and enjoy using online systems; you won't be fazed by technology updates. You will value and contribute to our efficient service that makes a difference to the health and wellbeing of thousands of our patients.

This is a part time role, ideally working 3 days per week over Monday, Wednesday and Friday. However this can be discussed further at interview with the candidate.

Please let us know how you meet our criteria in your cover letter, addressed to Mike Andrews.

Further information can be found on our website or on NHS jobs.

www.livingwellpartnership.co.uk/vacancies

Role Profile

Job Title:	Workflow Administrator (Scanner)
Department:	Operations
Reports to:	Deputy Operations Manager
Location:	Weston Lane Surgery
FTE:	37.5 hours per week

Overall Aim

To provide highly efficient and effective administration support to patient workflow functions across the Living Well Partnership.

Key Responsibilities

1. Workflow tasks

- 1.1. Collect, open and date stamp inbound post and ensure it is filed and processed to the appropriate area or team
- 1.2. Ensure the accurate and on-time processing of all inbound data (electronic and paper) specifically scanning, into EMIS and DocMan, as per protocol
- 1.3. Ensure all scanned documents are accurately filed into the patient's notes, using recognised terminology
- 1.4. Scan ECG and Spirometry results in line with protocol
- 1.5. Follow up and complete any tasks (EMIS and DocMan) sent from colleagues
- 1.6. Complete urgent tasks as a priority
- 1.7. Shred any inbound documents in line with retention of documents policy
- 1.8. Monitor and manage the generic email accounts, and the DocMan email account, for all sites, ensuring information is passed onto relevant teams, or imported into DocMan in a timely manner
- 1.9. Ensure the accurate and on time processing and re-allocation of inbound laboratory reports to appropriate microteam or allocated individual
- 1.10. Undertake any other additional duties appropriate to the post as requested by management

2. Team Working

- 2.1. Operate in line with LWP protocol, to provide support or cover to team colleagues within the Partnership for training or to cover periods of sickness, annual leave and periods of pressure.
- 2.2. 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.
- 2.3. Work effectively with team members, work colleagues and other relevant stakeholders to meet patients' needs.
- 2.4. Attend and contribute to regular team meetings and complete any actions identified within agreed timescales

3. Time Management

- 3.1. Effectively manage own time, productivity, workload and resources

4. IT Focus

- 4.1. Have a working knowledge of all software and hardware used within Patient Workflow Team, including systems used at other sites
- 4.2. Undertake basic IT troubleshooting relative to the post as required

5. Training and Development

- 5.1. Identify own training and development needs and undertake appropriate training and education as required
- 5.2. Participate in the Partnership's performance review and appraisal process where objectives will be agreed, performance monitored and personal development needs discussed.
- 5.3. Comply with mandatory and statutory training requirements

6. Communication

- 6.1. Maintain high standards of communication with both internal and external colleagues and patients
- 6.2. Contribute to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other
- 6.3. Contribute to communication targets e.g. answering of queries, number of documents requiring read coding, number of letters awaiting typing, number of tasks
- 6.4. Ensuring that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with the Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data

7. Health & Safety Focus

- 7.1. Support and promote compliance with practice policies and legislation relating to health and safety

8. Mobility / Flexibility

- 8.1. The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of our surgeries.

Key Results

1. Effective and efficient patient workflow service
2. All inbound data is processed accurately and on time, in line with protocols
3. Clinical involvement in support functions is minimised
4. The generic email account is regularly and appropriately maintained

Please also be aware of and follow the Partnership's policies and procedures, with attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

Person Specification

	Essential/ Desirable	
Qualifications	<ul style="list-style-type: none"> • Education to <u>at least</u> GCSE level, including English and Maths, or equivalent 	E
Experience/ Achievements	<ul style="list-style-type: none"> • Evidenced office administration experience • Experience of computer systems and office applications • Experience of working in a team • Experience of working in a medical practice / the NHS • Experience of read coding in EMIS and/or DocMan • Experience of using of SNOMED Codes • Experience of using EMIS clinical system 	E E E D D D D
Knowledge	<ul style="list-style-type: none"> • Medical Terminology 	D
Skills	<ul style="list-style-type: none"> • Accurate word processing skills and document presentation • Excellent attention to detail • Excellent organisational skills • Ability to communicate effectively, both verbally and in writing • packages • Ability to work on own initiative • Ability to manage own time and prioritise • Ability to drive and access to own vehicle 	E E E E E E E E
Attitude/ Commitment	<ul style="list-style-type: none"> • Commitment to the values, vision and objectives of the Partnership • Ability to work under pressure • Able to work for the benefit of the team 	E E E
Practical and personal qualities	<ul style="list-style-type: none"> • Evidenced commitment to equality and diversity • Commitment to supporting the delivery of high quality patient care, customer service and efficiency in all aspects of the Partnership's performance and data management 	E E

Salary and Benefits

Position	Workflow Administrator (Scanner)
Location	Weston Lane, Southampton SO19 9GH
Remuneration	£9.50 per hour
Hours of work	37.5 hours per week
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme