

## **Recruitment Pack**

### **Records Administrator**

Full time – 37.5 hours per week

Dear Candidate

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

As a records administrator, you will provide highly efficient and effective administration support to patient records functions across the Living Well Partnership. With an eye for details and accuracy you will access and update new patient registrations, maintain our physical records, and prepare medical notes and records for reports.

You will correspond with GP's and clinicians, relaying information and ensuring patient care is always our priority. Using policies and procedures diligently you will be able to identify areas for improvement and become a valued member of our friendly, fun team.

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.

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

### **To apply**

- Provide an up to date cv and a supporting cover letter, detailing how you meet the requirements of the role. candidate for this post
- Indicate your availability for the interview date
- Applications are to be e-mailed to [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)

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.

### **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.

### **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.

### **Come and join us**

We are looking for a records administrator who wants to embrace the changes in general practice but value the preservation of continuity. We can accommodate and help you develop skills and we welcome part-time agile working.

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

### Job description & person specification

Job Title:	<b>Records Administrator</b>
Salary:	£9.90 per hour
FTE:	Full Time – 37.5 hours
Location:	Practices of Living Well PCN Southampton
Accountable to:	Records Coordinator
Team / Function	Non – Clinical

#### Duties and responsibilities

- Process new patient registrations
- Preparation of notes, medical records for reports including scanning & copying
- Maintenance of the physical records management store including managing deductions and increases, sending / receipt, organisation and sign in / sign out.
- Amendments to records as appropriate to registrations as directed
- Administration of patients record and report requests, including summarising and providing copies of patient notes as required.
- Issue invoices for records requests
- Ensuring that confidentiality is maintained at all times in accordance with Partnership policies and procedures.
- 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
- 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 team members, work colleagues and other relevant stakeholders to meet patients' needs
- Effectively manage own time, workload and resources
- Undertake any other additional duties appropriate to the post as requested by line manager.

#### Key results

1. Effective and efficient administration service
2. Effective maintenance of the patient records
3. Effective delivery of records requests and reports

It is a requirement of all staff that they are 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"> <li>Education to <u>at least</u> GCSE level, including English and Maths, or equivalent</li> </ul>	E
Experience/ Achievements	<ul style="list-style-type: none"> <li>Evidenced office administration experience</li> <li>Experience of computer systems and office applications</li> <li>Experience of using computerised record systems</li> <li>Experience of working in a team</li> </ul>	E E E E
Knowledge	<ul style="list-style-type: none"> <li>Knowledge of quality systems and key performance indicators</li> </ul>	E
Skills	<ul style="list-style-type: none"> <li>Accurate word processing skills and document presentation</li> <li>Excellent attention to detail</li> <li>Excellent interpersonal skills</li> <li>Excellent organisational skills</li> <li>Good verbal and written communication skills</li> <li>Computer literature</li> <li>Ability to work on own initiative</li> </ul>	E E E E E E
Attitude/ Commitment	<ul style="list-style-type: none"> <li>Personal commitment to the values, vision and objectives of the Partnership</li> <li>Ability to work under pressure</li> <li>Able to work for the benefit of the team</li> <li>Reliable &amp; Flexible</li> </ul>	E E E E
Practical and personal qualities	<ul style="list-style-type: none"> <li>Evidenced commitment to equality and diversity</li> <li>Must be able to drive and have own transport</li> </ul>	E E

### Salary & remuneration

<b>Position</b>	Records Administrator – Records Team
<b>Normal Work location</b>	Weston Lane, Southampton SO19 9GH
<b>Remuneration</b>	£9.90 per hour
<b>Hours of work</b>	<p><b><u>Full time</u></b></p> <p>37.5 hours per week, 5 days per week</p> <p>Between the hours of 08.00 – 16.00, 09.00 – 17.00 or 10.00 - 18.00, as per discussion with the candidate.</p>
<b>Annual Leave</b>	25 days per annum plus bank holidays, pro rata.
<b>Pension</b>	NHS pension scheme with 14.38% Employer contributions

If you have any queries please contact the recruitment team on [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)