

<b>Job title:</b>	Patient Workflow Administrator	<b>Reports to:</b>	Data Quality Team Lead	<b>Grade:</b>	1
<b>Organisation Unit:</b>	Resource Optimisation	<b>Responsible for:</b>	No Direct Reports	<b>Working hours:</b>	Mon – Fri 1 FTE
<b>Job Purpose / Job Overview</b>					
To support the clinical team in delivering the best possible care and ensuring an excellent experience for patients of Living Well Partnership, by delivering a highly efficient, accurate and responsive administration service in line with documented processes.					
<b>Key Responsibilities</b>			<b>Person Criteria</b>		
<ul style="list-style-type: none"> <li>Handle a large volume of patient requests, including administrative support, inquiries, and booking appointments.</li> <li>Process electronic requests from the clinical team promptly to support patient care.</li> <li>Review and prioritize patient administration tasks daily to maintain effective workflow.</li> <li>Develop expertise in clinical systems like EMIS and Anima to ensure accurate documentation.</li> <li>Communicate effectively with patients, providing clear information via phone or text.</li> <li>Encourage patient feedback to improve services and assist patients with online service access.</li> <li>Contribute to communication targets e.g. answering of queries, number of documents requiring read coding, number of letters awaiting typing, number of tasks</li> <li>Ensure 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.</li> </ul> <p><b>Team Working</b></p> <ul style="list-style-type: none"> <li>Engage in learning activities, team meetings, and feedback sessions.</li> <li>Suggest improvements to team effectiveness and cover for colleagues when needed.</li> </ul>			<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Education to at least GCSE level, including English and Maths, or equivalent.</li> <li>Evidenced office administration experience.</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of quality systems and key performance indicators</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <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> <p><b>Skills</b></p> <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 literate</li> <li>Ability to work on own initiative.</li> </ul>		

<ul style="list-style-type: none"><li>• Manage personal workload and support team KPIs while maintaining high service standards.</li></ul> <p><b>Processes and Procedures</b></p> <ul style="list-style-type: none"><li>• Follow protocols and respond to process changes, ensuring patient information is accurate.</li><li>• Comply with data protection and confidentiality policies.</li><li>• Report IT issues, participate in inspections, and promote health and safety standards.</li></ul> <p><b>Key Results</b></p> <ul style="list-style-type: none"><li>• Achieve patient administration KPIs.</li><li>• Reduce clinical team workload by efficiently managing administrative tasks.</li><li>• Enhance patient experience through professional and confidential communication.</li></ul>	
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