

Job description & Person Specification

Job Title:	Call Handler
Status:	Permanent
FTE:	19 – 37.5 hrs (worked across 5 days)
Location:	Practices of Living Well PCN Southampton
Accountable to:	Call Handling Team Lead / Senior Call Handlers
Team / Function	Call Handling

Overall Aim

To support patients in receiving the best possible care and experience of Living Well Partnership by delivering a high-quality, responsive and professional call handling service; projecting a compassionate, positive and friendly image to patients and all other callers.

Answer inbound calls within agreed metrics and use sound judgement, knowledge and decision making to direct patients to the appropriate service or healthcare professional in a courteous, efficient and effective way.

Key Responsibilities

- Work as part of a busy team to receive a high volume of inbound calls to the practice from patients, relatives, carers and other healthcare providers.
- Achieve and exceed agreed Key Performance Indicators (KPIs), for example call wait times.
- Utilise excellent communication and listening skills to obtain information and accurately assess patients' needs and expectations.
- Appropriately manage patients' expectations in a calm and courteous manner.
- Use sound judgement and knowledge of processes and care pathways, to ensure that patients are appropriately signposted, advised or triaged on first contact, helping to reduce call volumes and the need for subsequent contact. This may include directing patients outside of General Practice.
- Treat callers with dignity and respect at all times
- Promptly complete any follow up actions after calls such as seeking clinical advice, sending electronic tasks or liaising with third party providers.
- Sensitively and effectively manage potentially emotionally challenging or complex calls and endeavour to defuse difficult situations where possible.

- Ensure all contacts with patients are clearly and accurately documented on the computer system at the time of contact.
- Support elderly patients and those who do not have access to online services to complete an eConsult by providing an outbound call service between 12 - 2pm.
- Direct and support patients to book appointments online where appropriate.
- Utilise AccuRx to send clear and informative text messages to patients.
- Proactively encourage formal feedback from patients about the service they have received, to enable the Partnership to identify learnings to help improve our services.
- Proactively and positively seek solutions to challenges or unfamiliar situations and escalate concerns appropriately.
- Undertake any other additional duties appropriate to the post as requested by the team lead or Senior Team.

Team Working

- Proactively participate in learning and development activities and opportunities.
- Proactively engage in regular team meetings, 1:1s and appraisals; listening and responding to constructive performance feedback.
- 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.
- Be flexible in helping to cover holidays and periods of absence within the team.
- Manage own time, workload and resources to ensure priorities are met and quality is not compromised.
- Support colleagues to achieve KPIs whilst ensuring a consistently high standard of service.
- Promote and help to enhance the reputation of Living Well Partnership in accordance with policies and procedures, promoting good relations with patients and other health care professionals through effective communication skills.

Processes and Procedures

- Proactively utilise protocols and guidance available (e.g. Handbook, Navigator) to ensure patients and callers are provided with accurate and up to date information.
- Respond to and action process changes promptly and accurately, seeking clarity or further information if needed.
- Read, acknowledge, understand and action change communications.

Revised	Version
05/05/2023	2

Compliance

- 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, the protection of personal and sensitive data and consent to share information.
 - Develop a sound understanding of significant events and how to report them.
 - Undertake and participate in any training required including mandatory updates/refresher training.
 - Support the Partnership in preparing for CQC or other external inspections or audits.
 - Report IT or facilities issues via the internal notification system.
 - Promote and maintain own and others' health, safety and security as defined in the Partnership's Health & Safety Policy.
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Key Results

1. Inbound calls are answered in line with agreed KPIs and in a professional and courteous manner.
 2. Patients' needs are met effectively on first contact by giving accurate and up to date information and guidance.
 3. The patient experience is improved and increased positive feedback is received through the delivery of an effective and efficient call handling function.
 4. Patients without access to online services are supported to submit an eConsult.
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Please also be aware of and follow the Partnership's policies and procedures, with particular attention to patient and employee 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 postholder, to reflect changes in or to the job.

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Role Experience, Knowledge, and Skills Profile

	Essential	Desirable
Experience & Qualifications	<ul style="list-style-type: none"> • Experience of working as a call handler, call operator or receptionist in a busy, fast paced environment. • Experience of effectively managing and diffusing difficult conversations with patients or the general public. • Good general education including numeracy and literacy. • Experience of using computerised systems or databases. 	<ul style="list-style-type: none"> • Previous experience of working in General Practice or the healthcare sector • Evidence of customer service training or qualification.
Knowledge & Skills	<ul style="list-style-type: none"> • Knowledge of call handling KPIs. • Able to effectively manage a high volume of calls for a sustained period, without compromising on quality. • Able to confidently give sound and accurate advice to patients in line with protocols and procedures. • Excellent telephone manner and the ability to articulate important information clearly and concisely. • Excellent listening skills and ability to ask open questions to understand patients' needs. • Ability to communicate effectively and sensitively with patients who may be emotional, upset, distressed or unwell. • Understands and able to achieve operational KPIs and behavioural competencies. 	

<p>Personal style and behaviour</p>	<ul style="list-style-type: none"> • Treats others with respect and dignity. • Pleasant, helpful and friendly manner ensuring that everyone feels they have been acknowledged, heard and understood. • Takes accountability for the quality of work delivered and appropriately resolves or escalates issues. • Demonstrates a willingness to learn and develop within the role, proactively engaging in Team Meetings, Performance Reviews and appraisals 	
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Commitment to high quality patient care, customer service and efficiency in all aspects of the Partnership operations • Evidenced commitment to equality and diversity • High expectation of self and others • Able to work for the benefit of the team • Self-directed highly motivated, enthusiastic, able to work across boundaries 	