

Job description & person specification

Job Title:	Front Desk Administrator
Status:	Permanent
FTE:	Full Time- 37.5 hours per week
Location:	Practices of Living Well PCN Southampton
Accountable to:	Deputy Patients Service Support Officer
Team / Function	Front Desk

Overall Aim

To support patients in receiving the best possible care and experience of Living Well Partnership by delivering a high-quality, professional front desk service; projecting a compassionate, positive and friendly image to patients and other visitors across the front desk.

Check in, assist and direct patients, using sound judgement, knowledge and decision making, to the appropriate service or healthcare professional in a courteous, efficient and effective way.

Key Responsibilities

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- Complete opening up and closing down procedures at various locations of work.
- Greet all patients and visitors to the building positively, professionally and with respect and ensure they are directed to the relevant team.
- Utilise excellent communication and listening skills to obtain information from patients who present at the front desk and accurately assess their needs and expectations.
- Use sound judgement and knowledge of processes and care pathways, to ensure that patients are appropriately signposted, advised or triaged, including those who may need to be seen urgently.
- Sensitively and effectively manage potentially emotional, challenging or complex interactions and endeavor to diffuse difficult situations where possible.
- Maintain an awareness of patients in the waiting room and at the front desk. Anticipate and proactively address any potential dissatisfaction or disruption to services, ensuring patients are appropriately informed (clinics delayed, long queues at desk, clinical emergency etc).
- Accurately record all interactions with patients in their clinical record at the time of contact, to ensure a full audit trail is available and records are up-to-date.
- Check patients into appointments and promptly update the computer system.
- Demonstrate a full working knowledge of the policies and procedures relating to Registrations and Requests for Information to ensure patients are accurately advised.
- Regularly monitor and action electronic requests by the clinical team on the clinical system within agreed timescales.
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- Scan and electronically direct all correspondence received on site to the relevant team, including but not limited to prescriptions, complaint letters, ECGs, blood pressure readings etc, in line with protocols.
- Take receipt of packages and ensure deliveries are appropriately managed, especially refrigerated items.
- Utilise AccuRx to text patients who cannot be contacted by phone or where text is a more effective method of communication.
- Proactively and regularly review the reception area, waiting rooms, notice-boards and leaflet dispensers to ensure areas are tidy, free from obstructions and clutter and information is up-to-date.
- Proactively promote the use of online services, especially the NHS app and booking appointments online and support patients to set up online accounts.
- Support elderly patients and those who do not have access to online services to complete an eConsult during quieter periods.
- Proactively encourage formal feedback from patients about the service they have received, to enable the Partnership to identify learnings to help improve our services.
- Undertake any other additional duties appropriate to the post as requested by the team lead or Senior Team

2. 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.
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- 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.
- 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.

3. Processes and Procedures

- Proactively utilise protocols and guidance available (e.g. Handbook, Navigator) to ensure patients and visitors 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.

4. 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 and 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.

5. Key Performance Indicators

1. Tasks and duties are performed accurately and in line with agreed protocols and timescales.
2. All patients and visitors are treated in a professional, friendly and courteous manner.
3. Queue wait times at the front desk are reduced through the accurate, efficient and effective management of enquiries and navigation of patients.
4. The patient experience is improved and increased positive feedback is received through the delivery of an effective and efficient front desk function.

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.

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.

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Role Experience, Knowledge and Skills Profile – Front Desk Administrator

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> Evidenced experience of working as a receptionist or in a busy front of house or customer service role and interacting with customers or patients face to face. 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 health care sector. Evidence of formal customer service training or qualification.
Knowledge	<ul style="list-style-type: none"> Knowledge of customer service KPIs 	<ul style="list-style-type: none"> Knowledge of General Practice processes and computer systems (e.g. EMIS, Docman, AccuRx). Knowledge of healthcare signposting / pathway options available to patients.
Skills	<ul style="list-style-type: none"> Able to effectively manage high volumes of patients at the front desk and in the waiting room, in a calm, confident and consistent manner. Able to effectively communicate face to face with a diverse patient group, using appropriate language, tone, body language and approach. Excellent listening skills and ability to ask open questions to understand patients' needs. Ability to articulate important information clearly and concisely, giving accurate information, in line with policies and procedures. Ability to communicate effectively and sensitively with patients who may be emotional, upset or distressed or unwell. Ability to manage changing priorities and move between admin and patient interactions seamlessly ensuring nothing is missed. Able to achieve operational Key Performance Indicators and behavioural competencies. 	

<p>Personal style and behaviour</p>	<ul style="list-style-type: none"> • Treats others with respect and dignity. • Pleasant, welcoming and friendly manner, ensuring that everyone feels they have been acknowledged, heard and understood. • Ability to work under own supervision whilst recognising when to ask for help or guidance. • Takes accountability for the quality of work delivered and appropriately resolves or escalates issues. • Reliable and flexible to enable an effective front desk function across all sites. • Demonstrates a willingness to learn and develop within the role, proactively engaging in Team Meetings, Performance Reviews and appraisals. • Works effectively as part of a team, supporting others and constructively sharing ideas and feedback. • Contributes to building a positive culture. 	
<p>Other requirements</p>	<ul style="list-style-type: none"> • Understanding of the importance of patient confidentiality and the requirement to work in accordance with GDPR regulations. • Smart and professional appearance. • Ability to travel across sites when needed. 	