



Patient Advisor

- Oak Tree Health Centre, Tyne Ave, Didcot OX11 7GD
- Job Type: Permanent and Full time 37.50 hours per week (we could consider Part-Time hours with a minimum of 24 hours a week).
- Working hours: normal hours of work are not variable. However, working pattern may vary. Your normal hours of work are 37.50h per week, between 7.00 am. and 8.00 pm. Monday to Saturday. *Candidates who cannot commit to these hours may not apply.*
- Salary: dependant on experience

Would you like to be part of a Practice that value, recognise and celebrate staff members? Who work as a team to provide a high-level service? If yes, Oak Tree Health Centre is the place for you. What perks are we offering in return?

- 28 days' annual leave per year plus 8 public holidays *based on a full time 37.5h per week.
- Access to the NHS pension scheme
- Health and wellbeing support
- Flexible working
- We offer plenty of tea, coffee, biscuits and healthy snacks to keep you going throughout the day.

Job overview

- Ensure an effective and efficient reception service is provided to patients and visitors to the Practice
- Advise patients on all general enquiries, explain procedures etc to assist patients in accessing practice services effectively
- Process appointment requests from patients by telephone and in person, care navigating patients to the most appropriate service (internally or externally)

JOB TITLE: Patient Advisor

REPORTS TO: Practice Service Manager

The purpose of the role is to:

The role entails dealing with patient enquiries face-to-face and by telephone in a very busy GP Practice. This is a demanding and challenging position in a constantly changing health environment.

We are ideally looking for someone to work a mixture of morning and afternoon shifts. Flexibility to cover additional hours during busy periods or when colleagues are on leave is essential. Shifts will be between 7.00 am and 20.00 pm Monday to Saturday.



The ideal candidate will need to have excellent customer care skills and the ability to work accurately under pressure with attention to detail. To have excellent communication skills is also essential in this role. You would need to be organised, well presented, personable, polite and patient.

To have an understanding of our primary care systems is desirable, but not essential as full training will be provided to the successful candidate to enable them to undertake the full range of duties associated with the role.

Duties and responsibilities:

The duties and responsibilities to be undertaken by members of the Practice Advisors team may include any or all of the items in the following list:

- Redirect enquiries to the appropriate practice team
- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures and paperwork are fully completed
- Promote and sign patients up to online services at every opportunity
- Ensure practice promotional materials are up to date and available
- Manage the SMS texting service to and from patients
- Arrange hospital transport as necessary
- Book interpreters as necessary
- Manage communications from NHS mail account as appropriate to role

Vaccination

The successful applicant will be an NHS employee and may therefore have contact with vulnerable service users. During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we require our staff to have the COVID vaccine and we will ask for proof of vaccination during the recruitment process. Vaccination will be a condition of employment unless an exemption applies.

Confidentiality

- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data



Health and Safety / Infection Control

The post-holder will implement and lead on a full range of promotions. They will manage their own and others' health and safety and infection control as defined in the practice Health and Safety policy, the practice Health and Safety manual, the practice Infection Control policy and other published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general patient areas clean, sterile; identify issues and hazards or risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business

Equality and diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Safeguarding

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.

All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

Personal/Professional development

- Participation in an annual individual appraisal or performance review, including taking responsibility for maintaining a record of own personal and professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Work with the practice team on any new skills and developments as part of the continuing development of modern healthcare techniques and general practice requirements



Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Report significant events or learning events for discussion at Practice governance and learning event meetings
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the PCN team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patient needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Are you someone that expects great customer service and therefore in your career has put the customer first and at the heart of everything you do? If so, we really want to hear from you!