

PORTSDOWN GROUP PRACTICE  
PATIENT CARE CO-ORDINATOR  
VACANCY PACK



## Introduction

### Philosophy and Practice

Everyone working within the practice is committed to the provision of high quality primary care for the benefit of our patients, whom we respect and value. We strive to be an open-minded, friendly, caring and inclusive team.

### Mission and Values

The Practice aims to deliver our philosophy by;

- Providing readily accessible medical and preventative health care within a structured, efficient, open-minded and caring environment.
- Encouraging the professional and personal growth of the whole team, clinicians and their support staff, promoting job satisfaction whilst maintaining financial viability.
- Optimising the use of our substantial resources, commensurate with the size of our very large practice, creating opportunities not always available to practices with a smaller list of patients. Our size and innovative approach enables us to encompass and evolve with an ever changing NHS.
- Challenging pre-conceived ideas, leading to more efficient ways of working for the benefit of our patients.

### Practice Background

Portsmouth Group Practice covers the whole of Portsmouth from postcode PO1 to PO7

The practice operates out of 6 surgeries, Cosham Park House (PO6 3BG), Crookhorn Lane (PO7 5XP), Heyward Road (PO4 ODY), Kingston Crescent (PO2 8AL), Paulsgrove (PO6 4HJ), and Somerstown (PO5 4EZ).

We are our own Primary Care Network (PCN) with a total list size of 43,900 patients. We have 12 Clinical Partners, 8 Salaried GPs and a comprehensive Nursing team overseen by our Nurse Manager and consists of 8 Nurse / Paramedic Practitioners, 13 Registered Nurses, and 7 HCA's. They offer all nursing related services from chronic disease management to dressings and phlebotomy.

The Practice is well established, financially secure and successful. Over the last few years we have earned maximum QOF points.

### Team Approach / Organisational Structure

Multi-disciplinary teams work across all sites.

Our organisational structure includes a Management Team, based at Kingston Crescent (Group Business Manager, Operations Manager, Business Intelligence Manager, Finance Manager, Nurse Manager and Management Support Team) and a surgery team at each site.

We recognise that our team needs to work as a strong anchor chain within the community we serve. Like a chain we acknowledge that every link has to be strong. We achieve this by working together, supporting each other and continuously inviting team members to make suggestions towards more efficient, safer processes for our patients.

### Teaching, Training and Development

The practice has a long history of training - We train GP registrars and student nurses.

We are committed to the ongoing development of the entire team, including mandatory and developmental training for all our staff. Team members are encouraged to highlight any training they feel would benefit them in the achievement of their role. The practice funds, via a "learning agreement", any training which is felt will benefit the individual and the practice.

### Staff Benefits

The Practice is a Real Living Wage Employer and believes in rewarding staff by offering the following benefits in addition to the candidates remuneration package

- Annual Pay Review
- NHS Pension Scheme
- Generous Annual Leave Entitlement
- Additional Day's Holiday Entitlement on Your Birthday
- Benenden Health Plan with Option to Add Family Members
- Cycle to Work Scheme
- Social Events
- Refreshments

### This Vacancy

Due to the expansion of our progressive Practice, a vacancy has become available in our innovative Contact Centre.

You will be the first point of contact for patients and have a diverse range of responsibilities. Your role will be integral to the Practice and our patients, as you ensure that they receive the right care, at the right time and by the correct method.

Portsmouth Group Practice is a large, urban practice with 44,000 patients, working across 6 sites. The work we do is challenging, interesting and hugely varied, reflecting the demographic mix of our patients. We are a long-established training practice and our commitment to ongoing learning is unparalleled.

You will be joining us at an incredibly exciting time as we embrace our new Model of Care and strive to deliver positive and meaningful outcome for our patients.

If you can work, sometimes under pressure, to high standards, are flexible and reliable, with excellent interpersonal and communication skills, and can deliver a high quality of care in a busy professional environment, we would like to hear from you.

### Working Pattern

Various.

### Rate of Pay

£9.00 per hour.

**Title:** Contact Centre Agent

**Responsible To:** Contact Centre Lead / Operations Manager

**Main Purpose of the Post:**

To handle inbound calls and eConsult queries to the practice, dealing with them promptly and accurately to ensure the smooth running of the practice, and the delivery of a high quality service to our patients.

**Duties & Responsibilities of the Post:**

**Customer Service:**

- Answer calls and eConsult queries promptly, and deal with them as efficiently as possible
- Maintain a professional and helpful attitude
- Book appointments for patients – ensuring accurate data collection and that appointments are booked with the appropriate clinician
- Provide patients with accurate information on appointments systems and processes
- Update existing patient information onto the clinical system
- Identify and escalate issues appropriately
- Route calls to the appropriate resource
- Signpost patients accordingly
- Develop care navigation skills
- Meet targets set on call handling and eConsult response times
- Maintain and improve quality results by adhering to standards and guidelines; recommending improved procedures.

**Confidentiality:**

- As per both Government legislation and Practice policies ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to. Reporting any infringements to the Operations Office immediately.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include:

- 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
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards

- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Reporting potential risks identified.

**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.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual staff performance review.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality:**

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

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Lead on induction and training of new staff at site
- 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 individuals in other agencies to meet patient's needs.
- Effectively manage own time, workload and resources.

**Communication/Information:**

The post-holder should recognize the importance of effective communication within the practice and their 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.

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**Contribution to the Implementation of Services:**

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

**Any other delegated duties considered appropriate to the post.**

This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer, the responsibility for review and modification of duties. Suggestions and discussions are welcome.

Policies and Procedures - the duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Practice, which may be amended from time to time. You are required to be flexible and the practice reserves the right to alter such fixed hours as may be considered necessary to ensure the surgery runs smoothly.

Our Practice operates between the hours of 0700 – 2100 hours Monday to Friday (0800 – 1300 Saturday), with possible requirement for some future evening and weekend working as the practice develops.

Criteria	Essential	Desirable
<b>Knowledge</b>	Knowledge of customer service principles and practices	Knowledge of call centre telephony and technology
	Excellent telephone manner	Knowledge of administration processes
<b>Skills</b>	Excellent data entry skills	
	High attention to detail and accuracy	
	Ability to work under pressure	
	Ability to use initiative to improve processes	
	Excellent verbal and written communication skills	
	Adaptability	
	Resilience	
<b>Experience</b>	Work experience in a customer focussed role	Previous history of working in an inbound call centre
<b>Qualifications</b>		Customer Service NVQ or equivalent
		ECDL or equivalent

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**This Recruitment**

The successful candidate will be invited to start as soon as possible.

**Recruitment Process**

**How to Apply**

Please complete online application via NHS Jobs

Closing date for this post is.....

**Assessment and Interview**

All applications will be assessed using the practice interview assessment sheet which will identify a shortlist of candidates.

Applicants who are successful following this process will be invited for interview on.....

*Please ensure that you are free on these dates when applying, as we may be unable to re-arrange interview dates.*

**Further Information / Practice visits**

If you would like to arrange an informal chat and / or visit please contact Niki Newman via email on [niki.newman@nhs.net](mailto:niki.newman@nhs.net).