



Information for applicants

PATIENT SERVICES ADVISOR

YORK

PUTTING OUR PATIENTS AND OUR PEOPLE FIRST



Table of Contents

1. Background3

2. Job Description3

3. Person Specification7

4. Terms and Conditions8

5. Application9



1. Background

Haxby Group is a high-quality, community-based healthcare organisation, with general practice at its heart. We deliver exceptional care from 10 GP surgeries across York, Scarborough, and Hull, serving more than 95,000 patients. Haxby Group has been rated Outstanding by the Care Quality Commission (CQC) in York and Hull. It has been rated as Good in Scarborough.

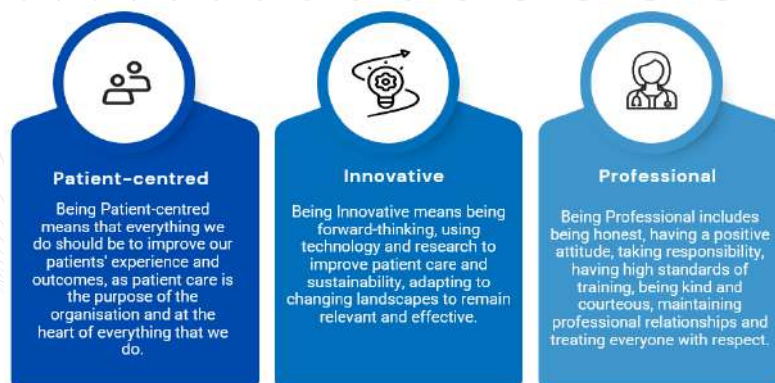
We are dedicated to improving the health of the communities we serve and have an innovative approach to ensuring we provide outstanding care. We are actively involved in research projects with the aim of improving patient care, and our digital-first ethos has contributed to reducing waiting times for access to services.

Our large and diverse team of Doctors, Nurses and Advanced Practitioners have decades of expertise, providing a range of care in a safe, friendly environment, with support from highly experienced Health Care Assistants, Clinical Pharmacists, and other non-GP clinicians. Supporting the patients and our clinical team are the large front of house and back-office teams ranging from Patient Services, Care Navigators, Clinical Administration Support and more.

Alongside the full range of NHS GP services, we provide minor surgery, vasectomies, and contraceptive procedures as well as providing some non-NHS services.

As the host for the Workforce and Training hub in Humber North Yorkshire, we offer training services through Haxby Group Training. We are committed to training all our staff, from Clinical Administration and Call Handlers, through to our Nursing team, and including all stages of undergraduate and postgraduate medical education. As a Primary Care Training and Workforce Hub in Humber Coast and Vale, we also provide support for a growing network of local practices, co-ordinating local schemes on behalf of Health Education England.

We have a clear mission "To deliver high quality, compassionate care to our local communities with an innovative and ethical mindset" and we achieve this by applying our organisational values:



More information can be found at www.haxbygroup.co.uk



2. Job Description

Job Title: PATIENT SERVICES ADVISOR

Reports to: PATIENT SERVICES TEAM LEADER

Structure:

Team Leader > Deputy General Manager > General Manager > Partners/Directors

Job Summary:

The purpose of the role is to:

- Offer general assistance to the Practice team and project a positive and friendly image to patients and other visitors in person or when required via the telephone.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of secretarial and clerical support to clinical staff and other members of the Practice team.
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies.

You must work at all times within your own competence and use your own judgement, knowledge and common sense in your day-to-day activities.

Duties and Responsibilities:

The duties and responsibilities to be undertaken by members of the administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Assistant General Manager, dependent on current and evolving workload and staffing levels:

- Opening up/locking-up of Practice premises and maintaining security in accordance with Practice protocols.
- Maintaining and monitoring the Practice appointments system.
- Processing personal requests for appointments, visits and telephone consultations and ensuring patients are directed to the appropriate healthcare professional.
- Answer internal and external telephone calls when required.
- Participate in evening and Saturday morning working as per the standard rota.
- Processing and distributing incoming (and outgoing) mail.
- Taking messages and passing on information.
- Filing and retrieving paperwork.
- Processing repeat prescriptions in accordance with Practice guidelines.
- Assist the Team Leader with routine site maintenance and Health and Safety.



- Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers.
- Clear and re-stock consulting rooms as required.
- Dealing with samples.
- Providing clerical assistance to Practice and Trust staff as required from time to time, including word/data processing, filing, photocopying and scanning.
- Ordering, re-ordering and monitoring of stationery and other supplies.
- Dealing with clinical waste.
- Provision of refreshments for staff and visitors as required; loading and emptying the dishwasher and keeping the kitchen area clean and tidy.
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter.
- Helping to maintain hygiene control measures.
- Dealing with the front-desk administration and cash handling required for non-NHS work such as patients' private insurance and medical reports.

Business Responsibilities:

- Gather statistics and information as required.
- Undertake assigned tasks, project support, or development.
- Maintain accurate documentation and records using IT as per Haxby Group protocol.
- Follow agreed policies and protocols, seeking guidance from Team Leaders and Managers if required.
- Promote service uptake within the community.
- Uphold and promote Haxby Group's ethos and culture.
- Ensure resource rationalisation.
- Assist in expanding the business's professional offerings.
- Attend in-house governance, educational, and staff meetings.
- Plan, develop, and support new working processes to enhance quality.
- Train staff for optimal performance.
- Build and maintain relationships with other healthcare professionals and external bodies.
- Always behave professionally.

Safeguarding:

- Commit to safeguarding Adults at risk (vulnerable adults), children, and young people.
- Adhere to legislation and policies on Child Protection and Safeguarding Adults and be aware of your duties and responsibilities.
- Recognise signs of abuse and neglect.
- Inform the Safeguarding Lead of any concerns promptly.
- Stay up to date with safeguarding training requirements.

Learning and Development:



- Participate in training programmes, performance reviews, and personal/professional development.
- Develop and use a Personal Development Plan.
- Utilise learning opportunities and share knowledge with the team.
- Undertake mandatory and statutory training.

Team Working:

- Assist and support your line manager in providing a quality service.
- Provide cover during team members' absences.
- Support and facilitate change.
- Undertake additional tasks as required.
- Work effectively as a team member, supporting others.
- Accept delegation from senior staff and manage time effectively.
- Participate in team activities to improve patient care.
- Contribute to team effectiveness by reflecting on activities and making suggestions.
- Support local projects as agreed.
- Delegate duties safely and competently.

Confidentiality:

- Respect patients' privacy and maintain confidentiality.
- Access and share information only with authorised persons as per policies.

Health & Safety:

- Promote and maintain health, safety, and security per the Health & Safety Policy.
- Use personal security systems and manage work risks effectively.
- Keep up with training to update knowledge and skills.
- Use infection control procedures and maintain tidy, hazard-free work areas.
- Report potential risks and accidents promptly and as per the policy.

Equality and Diversity:

- Support equality, diversity, and rights of patients, carers, colleagues and visitors.
- Respect the privacy, dignity, and beliefs of all individuals.
- Behave in a welcoming, non-judgmental manner.

Quality:

- Strive for quality within Haxby Group.
- Alert the team to quality and risk issues.
- Manage time, workload, and resources effectively.
- Work within limitations and cooperate with audits.
- Contribute to achieving high quality standards and initiate improvement projects.



- Work with the Registered Manager to meet CQC standards.
- Collaborate with other agencies to meet patients' needs.

Communication:

- Communicate effectively with team members, patients, carers and visitors.
- Recognise and respond to alternative communication needs.

Other:

- This job title and job description is neither exhaustive nor exclusive and is subject to periodic review and amendments

3. Person Specification

	Essential	Desirable
Physical Requirements	Able to undertake the requirements of the post.	Reliable. Flexible. Excellent attendance record.
Knowledge/Qualifications/Skills	Excellent customer service skills Good administrative and organisational skills IT literate with good keyboard skills Excellent telephony skills Understand and observe strict confidentiality	Customer service qualification Skilled in office machinery use
Competencies/Qualities/Attributes	An interest in primary care Good communication (written and verbal) Work well under pressure Able to work as a team member Able to work unsupervised Able to use own initiative Be self-motivated Able to listen and empathise Hard working and willing Flexible and adaptable, able to work according to changing need Enthusiastic Commitment to personal development	



Other	Able to work at the desired times Flexibility of hours for cover Good sickness record Non-smoker	Car driver/clean licence
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4. Terms and Conditions

Salary: Your salary will be £13.45 per hour, £26,650.29 gross per annum (pro rata for part time). Pay progression will be dependent upon annual performance appraisal.

Annual Holiday: 25 days plus bank holidays (holiday entitlement will increase as a reward for loyalty and service).

Training: Induction training plus other annual training subject to an agreed personal development plan.

Working hour's Full-time position – 38 flexible hours per week over 5 days (Saturdays on a rota) or
Part-time position – minimum of 16 flexible hours per week over 5 days (Saturdays on a rota).

Your working hours will be based around the opening times of Haxby Group which is 7:45 am to 8:00 pm Monday to Friday and between 8:15 am to 1:00 pm on Saturday.

Your exact weekly hours will be agreed according to service and individual needs. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

Benefits: We operate an optional contributory pension and benefits scheme.

The Well-being Simply Health plan will be offered after your probation period.

Other benefits include:

- Uniform and/or uniform allowance
- Full induction package with reviews.
- Annual reviews.
- Annual training day.
- Regular training and updates.
- Social functions



5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: HR.Team@haxbygroup.co.uk Tel: 01904 928077 / 789046

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.