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PATIENT SERVICE ADVISOR (PSA) PERSON SPECIFICATION & JOB DESCRIPTION

PSA JOB SUMMARY

PSAs assist GPS clients by acting as the first point of contact for service users, contractors, and visitors as well as carrying out general office management tasks.

PSAs are responsible for general reception duties within a client provider organisations and work with our established processes, policies, and procedures to provide a comprehensive high-quality service. PSAs are expected to deal with service user enquiries efficiently, courteously and with a smile.

PSAs receive, assist, and direct service users in accessing the appropriate service or healthcare professional in an effective way whilst also providing education as to why certain professionals are best suited to meet the needs.

PSAs provide general assistance to our clients and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

PSAs have excellent communication skills, a compassionate and friendly nature who can operate in a busy environment with a range of people and professions, as they work with clinical and administration teams.

PSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<i>GCSEs at grade C or equivalent (or 4-9), including English and Maths.</i>	<input checked="" type="checkbox"/>	
<i>Training in administration/clerical duties at NVQ level or above.</i>		<input checked="" type="checkbox"/>
<i>NVQ Level 2/3 in Customer Services or Health Care or related discipline.</i>		<input checked="" type="checkbox"/>

PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Works effectively independently and as a member of a team.</i>	<input checked="" type="checkbox"/>	

<i>Flexible approach to meet service needs and ensure a stakeholder focused response.</i>	<input checked="" type="checkbox"/>	
<i>Self-motivated and proactive.</i>	<input checked="" type="checkbox"/>	
<i>Continued commitment to improve skills and ability in new areas of work.</i>	<input checked="" type="checkbox"/>	
<i>Demonstrate excellent interpersonal and communication skills.</i>	<input checked="" type="checkbox"/>	

SKILLS AND EXPERIENCE	ESSENTIAL	DESIRABLE
<i>Experience of working in a medical or primary care setting.</i>		<input checked="" type="checkbox"/>
<i>Computer literate with an ability to use the required GP clinical systems.</i>		<input checked="" type="checkbox"/>
<i>General office skills, photocopier, scanning, shredding.</i>	<input checked="" type="checkbox"/>	
<i>Awareness of Data Protection Act and need for confidentiality of Information.</i>	<input checked="" type="checkbox"/>	
<i>Attention to detail, able to work accurately, identifying errors quickly and easily.</i>	<input checked="" type="checkbox"/>	
<i>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines.</i>		<input checked="" type="checkbox"/>
<i>Excellent understanding of data protection and confidentiality issues.</i>	<input checked="" type="checkbox"/>	
<i>Excellent verbal and written communication skills with team members, service users, carers, and other healthcare professionals, with the ability to adjust communication style.</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress.</i>	<input checked="" type="checkbox"/>	

PHYSICAL REQUIREMENTS	ESSENTIAL	DESIRABLE
<i>Commit to a DBS Check.</i>	<input checked="" type="checkbox"/>	
<i>Able to undertake the demands of the post with reasonable adjustments if required.</i>	<input checked="" type="checkbox"/>	
<i>UK Driving Licence.</i>		<input checked="" type="checkbox"/>

GENERAL ADMINISTRATION

- To have a thorough knowledge of GPS procedures.
- Pulling/filing notes for surgeries and updating as necessary.
- Processing and distributing incoming and outgoing mail.
- Filing and retrieving paperwork/correspondence, including filing to service user records.
- Computer data entry, processing and recording information in accordance with GPS procedures.

- Providing clerical assistance to client providers as required, including word/data processing, filing, photocopying, and scanning.
- Cover sickness/annual leave and work reasonable overtime when required, including some weekends.

RECEPTION

- Receiving service users and consulting with members of client provider.
- Handing completed repeat prescriptions to patient and checking names and address.
- Be able to cover all reception position as necessary.
- Taking messages and passing on information.
- Processing personal and telephone requests for appointments, telephone consultations and ensuring callers are directed to the appropriate healthcare professional.
- Initiating contact with and responding to requests from service users, other team members and associated healthcare agencies and providers.
- Ensure that system is operational at the beginning of each day and switched over to night service and that the answer phone operational at the end of each day.

APPOINTMENT SYSTEM MANAGEMENT

- Book/edit/cancel appointments and recalls ensuring sufficient information is recorded to retrieve medical record.
- Monitor effectiveness of the system and report any problems or variations required.
- Deal with home visit requests, carefully noting all details.
- Arrange transport to hospital appointments for housebound service users.

MANAGEMENT OF MEDICAL RECORDS

- Ensure that records are accurately assembled in advance of each consulting session.
- Ensure that records are available in the instances of urgent consultation.
- Retrieve and re-file records as requested, ensuring that strict alphabetical order is adhered to.
- Ensure correspondence, reports, results etc. are filed in correct records.
- Ensure records are kept neat and tidy and in good repair with all necessary information recorded correctly on the outer cover.

CONSULTATION ROOM PREPARATIONS

- Clearing and re-stocking of consulting rooms as required.
- Consulting rooms prepared in readiness for each consulting session.
- Rooms are checked at the end of each consulting session and left tidy and secure.

ADMINISTRATIVE SUPPORT

- Provide administrative support to members of the client provider team in the following areas ensuring appropriate records are kept up to date
 - Cytology.
 - Pathology results.
 - Vasectomy service.
 - Immunisation recalls (excluding childhood immunisations).
 - Summarising hospital records.
 - Appointment scheduler and sessions and associated rotas.
 - Billing and invoices (payable to the client provider).
 - Orders and payments (payable by the client provider).
 - Meeting minutes.
 - Accounts.
 - Payroll and worker scheduler.

HEALTH & SAFETY

- PSAs manage their own and others' health & safety and infection control as defined in the GPS's Health & Safety Policy, GPS's Health & Safety Manual, and the GPS's Infection Control Policy and published procedures.
- Comply with GPS's health & safety policies by following agreed safe working procedures.
- Actively report health & safety hazards and infection hazards immediately.
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, workers and service users.
- Reporting incidents using the organisations Incident Reporting System.
- Using personal security systems within the workplace according to GPS guidelines.
- Making effective use of training to update knowledge and skills.

EQUALITY AND DIVERSITY

- The PSA will support, promote, and maintain the GPS's Equality & Diversity Policy.
- No person whether they are a worker, service user or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The PSA must comply with all policies and procedures designed to ensure equality and that services are delivered in ways that meet individual needs.

PERSONAL/PROFESSIONAL DEVELOPMENT

- The PSA will participate in any training programme implemented by GPS.
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

OTHER DELEGATED DUTIES

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The worker shares with the employer the responsibility for review and modification of duties.

HRD: October 2022