

1. GENERAL INFORMATION

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| Job Title: | GP Access Fund Call Handler (Extended Access) |
| Location: | Longbow |
| Hours of Work: | Flexible – 25 hours a week Varying Shift Patterns (in and/or out of hours) |
| Responsible To: | Call Centre Team Leader |
| Responsible For: | Nil |

2. JOB SUMMARY

You will receive calls from patients, members of the public to booking patient appointments, whilst adhering to company protocols and procedures and in particular to the regulations relating to “Confidentiality”. To carrying out general administration duties.

3. KEY TASKS AND RESPONSIBILITIES

- 3.1. To receive incoming calls promptly and efficiently from Patients, Health Care professionals and services, processing onto Shropdoc’s operational and clinical application (internal computerised database) and EMIS, booking appointments in accordance with laid down guidelines, fast tracking to the appropriate health care professional.

To receive calls for the multi work streams e.g. Extended Access
- 3.2. To ensure all calls are input into the appropriate software in a precise and timely manner.
- 3.3. To receive incoming calls promptly and efficiently from members of the public and professionals ensuring messages are recorded onto correct software and passed to the correct local government department in accordance with laid down guidelines.
- 3.4. To support clinicians in liaising with the various medical, social and transport services to ensure the delivery of agreed care.

- 3.7 To enable patients calls with ambulance if emergency transport is required as defined by our 999 trigger list.
- 3.8 To ensure that all associated administration is completed.
- 3.9 To ensure that all scanning is completed on shift in accordance with laid down guidance.
- 3.10 To undertake any administration/photocopying as required.
- 3.11 To ensure that you remain up-to-date and familiar with all Call Handling protocols by checking the folders and reading regular updates as necessary.
- 3.12 To enter appointments in relevant clinics on EMIS.
- 3.13 To search for correct demographics using Summary Care record/Adastra and to update with correct demographics
- 3.14 To ensure that general housekeeping duties are carried out on each shift.
- 3.16 To attend and participate in training.

4. PROBATIONARY PERIOD

This post is subject to the requirements of a six month probationary period for new staff only.

5. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

6. PROFESSIONAL REGISTRATION

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

7. CONFIDENTIALITY and INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific

registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

All staff who have access to patients' records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Shropdoc Records Management Procedure.

All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting the offer of their position, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998.

9. HEALTH AND SAFETY

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

10. RISK MANAGEMENT

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

11. INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

12. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

13. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

14. HARASSMENT AND BULLYING

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

15. QUALITY

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdoc's quality management system which itself complies with BS EN ISO 9001.

16. TRAINING

All staff must attend statutory /mandatory training as instructed.

17. NO SMOKING POLICY

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

18. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

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Post Holder's Signature: Date:

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Line Manager's Name:

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Line Manager's Signature: Date:

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Person Specification Call Handler

(Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

The under mentioned are the job-related requirements for this post

| Requirement | Essential | Desirable | Evidenced by |
|-------------------------------------|---|--|-----------------------------------|
| Education and qualifications | Good standard of Education (e.g. 5 GCSE's/grade 4-9 or equivalent including Maths and English) ECDL or equivalent experience | NVQ Level 2 or above in Customer Service or similar | Application form Interview |
| Experience | Experience of working with the public/patients Experience of using database systems | Previous experience in NHS or similar environment Experience of working within a Call Centre function | Application form Interview |
| Skills/Abilities | Excellent communication and interpersonal skills Ability to manage high volumes of workload under pressure Ability to deal sensitively with confidential information with complete discretion and integrity Strong customer service skills Excellent keyboard skills Ability to use own judgment, resourcefulness and common sense | | Application form Interview |

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| Knowledge | <p>Good IT skills including Microsoft Office</p> <p>Knowledge of Information Governance and Data Protection principles</p> | <p>Previous experience of clinical management systems</p> | <p>Application form</p> <p>Interview</p> |
| Other attributes | <p>Flexible towards new working practices</p> <p>Ability to deal tactfully and efficiently with members of the public and reassure them whilst maintaining patient confidentiality</p> <p>Commitment to promoting high standards in patient care</p> <p>Enthusiastic and self-motivated</p> <p>Team Player</p> | <p>Demonstrate initiative in handling unforeseen events</p> | <p>Application form</p> <p>Interview</p> |
| Other general requirements | <p>Flexible in approach to new development and changing needs of the Service</p> <p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act</p> <p>Able to work shifts and Bank Holidays</p> <p>Maintaining a professional image at all times</p> | | |