Kennet And Avon Medical Partnership

Job Description

Job Title: **Quality Assurance Administrator**

Reports To: **Quality Assurance Team Leader**

Job Summary

- Provide a range of administrative support services to the practice in the areas of:
  - Clinical data quality assurance
  - QOF and enhanced services

Key Responsibilities

Clinical Record Monitoring and Updating
- Run pre-defined (e.g. Ardens) and/or own searches to identify potential historic errors in coding, or missing coding
- Make appropriate corrections, seeking guidance from colleagues whenever necessary
- Administration of the Summary Care Record system within the practice
- Carry out regular and ad hoc searches to gather various statistics as required (e.g regular DNA reporting, ontake GPs, appointment audits)

Patient Record Summarising
- Receive paper notes for new patients
- Cull and sort patient records and letters in preparation for summarising
- Following agreed practice protocols, review medical records and produce an accurate summary of the patient's medical history.
- Read Code the information into the Practice clinical system
- Check and correct GP2GP degraded data
- Ensure patient safety by seeking guidance from colleagues whenever necessary

QOF Administration
- Ensure all QOF registers are accurate, complete and up to date
- undertake a comprehensive and effective calls and recalls service for all QOF aspects, where appropriate
- Monitoring progress towards QOF targets throughout the year.

Enhanced Services Administration
- Ensure all registers and other potential populations of prospective patients for such enhanced services, are accurate, complete and up to date.
- Administer a comprehensive and effective calls and recalls service for activity-based enhanced services, where appropriate

General Duties
- Input and extract information from the Practice's clinical system to maintain accurate patient records, ensuring agreed Read Codes are used as appropriate.
- Participate in overtime rota to cover sickness and holidays
- Attend and participate in Team and Practice meetings as required

- Undertake any training as necessary to ensure continued safe and efficient performance
- Attend external and in house mandatory training
- Any other tasks allocated by the Team Leaders, Practice Managers or GPs
- Photocopying and faxing and any other admin functions as required
- To undertake specific assigned tasks, project support, or development work which may arise from time to time

Other

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or the Practice Management. *Some of the above duties may be delegated.* The Practice reserves the right to make changes to the Job Description and Personal Specification.

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- 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

The post-holder will assist in promoting and maintaining their own and other's health, safety and security as defined in the Practice Health and 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 across clinical and patient process
- Making effective use of training to update knowledge and skills
- Responsible for correct hand hygiene of self and others
- Always using appropriate infection control procedures, maintaining work areas in a tidy clean and sterile and safe way, and free from hazards
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, sterile, identifying such hazards/risks in relation to other work areas within the practice and assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Correct use of Personal Protective Equipment (PPE) when appropriate
- Waste management including collection, handling, segregation, container management, storage and collection

- Undertaking periodic infection control training
- Reporting potential risks identified

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, behave in a manner which is welcoming, non-judgmental, and respectful to the privacy, dignity and needs and beliefs of patients, carers and colleagues. This includes, but is not limited to:

- 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 individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Participation in mandatory training sessions such as fire training, CPR, manual handling, information governance etc
- 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
- 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 patients' 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

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

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Reviewed By	Amy Lacey, Patient Services Administrator
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Declaration

I accept the roles and responsibilities of my job as set out in this document

Job Holder:

Signature: _____ Date: _____

Practice Management:

Signature: _____ Date: _____

KENNET AND AVON MEDICAL PARTNERSHIP

PERSON SPECIFICATION – Quality Assurance Administrator

Job Title:	Quality Assurance Administrator
Recruiter:	Quality Assurance Team Leader / Business Manager
Date:	October 2017

QUALIFICATIONS	**Essential**	**Desirable**
Good standard of general education	✓	
GCSE Mathematics C or above (or equivalent)	✓	
GCSE English C or above (or equivalent)	✓	
CLAIT / ECDL qualification		✓
EXPERIENCE	**Essential**	**Desirable**
Experience of working within General Practice	✓	
Practical experience of computerised recording systems	✓	
Experience of complex administration and record keeping in a primary care setting		✓
Experience of using own initiative		✓
SKILLS	**Essential**	**Desirable**
Excellent communication skills (Written and Oral)	✓	
IT literate, including a good understanding of Microsoft Office	✓	
Proficient in Microsoft Excel	✓	
Accuracy and attention to detail	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills using diplomacy and tact	✓	
Interpersonal skills	✓	
Constructing clinical searches and reports in TPP SystmOne		✓
BEHAVIOURS	**Essential**	**Desirable**
An organised approach to work with the ability to plan, prioritise and balance conflicting demands	✓	
Understanding, acceptance and adherence to the need for strict confidentiality	✓	
Ability to work as part of a team and autonomously	✓	
Performing under pressure	✓	
Self-motivated	✓	
Smart, polite and confident	✓	
Ability to work flexibly	✓	
Adaptability		✓
Ability to use own initiative, judgement, resourcefulness and common sense		✓
KNOWLEDGE	**Essential**	**Desirable**
Knowledge of TPP SystmOne Clinical System	✓	
An understanding of a primary care environment and patient care	✓	
Knowledge of Read Codes		✓
Understanding of the various funding streams for general practice		✓