**JOB DESCRIPTION TITLE: Practice Care Coordinator/ Medical Receptionist**

**Employer:** Hopwood Medical Centre

**Location:** Hopwood Medical Centre, 1-3 Walton Street, Hopwood, Heywood.

**Hours of work:** Between the hours of 8.00am and 18.30pm (37.5 hrs p/w).

**Salary:** Depending on Experience

**Job Type:** Permanent

**JOB SUMMARY**

The Medical Receptionist / Care Coordinator will play a dual role within the GP surgery:

* As a Medical Receptionist, you will be the first point of contact for patients, providing a friendly, efficient, and effective reception and administrative service.
* As a Care Coordinator, you will support patients, particularly those with long-term conditions, by helping them navigate care pathways, access services, and manage their health more proactively.

You will work closely with the clinical and non-clinical teams to enhance patient care and experience.

**Medical Reception Duties:**

* Welcome patients and visitors in a courteous, professional manner.
* Answer telephone calls, manage queries, and signpost patients appropriately.
* Book, amend, and cancel appointments in accordance with practice protocols.
* Process repeat prescription requests accurately and efficiently.
* Handle incoming and outgoing correspondence, including emails and patient records.
* Update and maintain accurate patient information on the clinical system.
* Ensure confidentiality and compliance with GDPR at all times.
* Support the practice with day-to-day administrative tasks as needed.

**Care Coordination Duties:**

* Identify and support patients who require additional assistance, including those with complex or long-term conditions.
* Identify and proactively support patients who may benefit from care coordination, particularly those with long-term conditions, complex health needs, or those participating in public health programmes.
* Liaise with clinical teams to support personalised care planning.
* Proactively prepare any actions prior to the MDT Meetings ensuring all relevant clinicians and the practice manager are aware of any issues.
* To liaise with the Practice Manager/Clinician on any follow up on all actions resulting from MDT discussions, including record patient interventions on EMIS and contribute to any relevant reports.
* Liaise with the Practice Manager updating of patients to identity care home residents at risk of hospital admission working with multidisciplinary teams using community pathways that might prevent hospital admission.
* Provide coordination and navigation for people and their carers across health and care services, alongside working closely with your practice team, social prescribing link workers, health and wellbeing coaches and other primary care roles.
* To help identify and target vulnerable/hard to reach patients to signpost them to appropriate care and services.
* To support the development of group consultations within your practice, helping to identify patients who may benefit from this type of consultation.
* Support the administration of vaccine and immunisation programmes in coordination with public health guidelines (e.g., seasonal flu, COVID-19, childhood immunisations).
* Assist with the management and administration of national screening programmes, including bowel cancer screening, breast screening, and cervical cytology recalls and follow-up.
* Coordinate health promotion and prevention initiatives within the practice.
* Ensure appropriate recording and recall systems are maintained for all screening and immunisation activities.
* Manage and monitor patient registers related to screening and vaccination status.
* Support patient education efforts around health screening and immunisations.
* Coordinate referrals and follow-ups with internal services and external agencies (e.g., community services, social prescribing).
* Assist patients in accessing health, wellbeing, and social care resources.
* Maintain patient registers for specific cohorts (e.g., frailty, mental health, chronic conditions).
* Contribute to proactive patient management (e.g., recalls, health checks).
* Help improve access and service delivery by supporting patient education initiatives.
* Registering patients, onto the clinical system ensuring all demographic information etc is entered accurately.
* Processing patient deductions, ensuring electronic health records are updated and tasks are completed in a timely manner.

**Person Specification:**

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| Essential | Desirable |
| Excellent interpersonal and communication skills | Previous experience in primary care or a healthcare setting |
| Strong organisational and time management skills | Familiarity with EMIS Web, or similar NHS clinical systems |
| Ability to multitask, prioritise and work under pressure | Understanding of public health initiatives |
| Attention to detail and confidentiality | NVQ Level 2/3 in Health and Social Care, Business Administration, or Customer Service |
| Compassionate, proactive, and patient-focused | Knowledge of QOF targets and NHS national service frameworks |
|  | Awareness of safeguarding and data protection principles |

**Training and Support:**

* Full induction and on-the-job training.
* Opportunities for further training in care navigation, safeguarding, and patient support.
* Annual appraisal and continuous professional development planning.

**Curriculum Vitae to: Adele Hardacre, Practice Manager, Hopwood Medical Centre, 1-3 Walton Street, Heywood. Email: Adelehardacre@nhs.net**

**Closing date: 23.05.2025**