



PATIENT SERVICES ADMINISTRATOR

RECRUITMENT PACK
September 2025

JOB SUMMARY

Job Title	Patient Services Administrator
Responsible To	Administration Manager
Accountable To	Practice Manager and Partners
Pay/Hours	£12.25 per hour with a review after probation Role 1 Monday – 2.00pm – 6.00pm Wednesday – 8.00am – 2.00pm Friday – 8.00am – 6.00pm (1 hour break) Total: 19 hours per week
Base	Fremington Medical Centre
Contract	Permanent
Closing Date	5.00pm 3 rd October 2025
Interview Date	Thursday, 16 th October 2025
For an informal chat	Please contact Victoria Dunn, Administration Manager to arrange a time for an informal chat or for any questions.

JOB TITLE: PATIENT SERVICES ADMINISTRATOR

REPORTS TO: Administration Manager and Safeguarding Lead

RESPONSIBLE TO: Practice Manager and Partners

HOURS/DAYS: Role 1
Monday – 2.00pm – 6.00pm
Wednesday – 8.00am – 2.00pm
Friday – 8.00am – 6.00pm (1 hour break)
Total: 19 hours per week

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, either in person or 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 of the primary health care team, secondary care and other associated healthcare agencies.

Duties and responsibilities:

The duties and responsibilities to be undertaken by members of the practice reception and 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 team leader/Practice Manager, dependent on current and evolving practice workload and staffing levels:

- Responsibility for completing the working rota for the Reception Team
- Occasional review of Processes for the Reception and Admin Team, as requested by the line manager.
- Opening up/locking up of practice premises and maintaining security in accordance with practice protocols.
- Maintaining and monitoring the practice appointments system.
- Processing personal and telephone requests for appointments including online consultations, visits and telephone consultations, and ensuring callers are directed to the appropriate healthcare professional or service.
- Processing and distributing incoming (and outgoing) mail.

- Taking messages and passing on information to appropriate professional.
- Filing and retrieving paperwork.
- Processing repeat prescriptions in accordance with practice guidelines.
- 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.
- Clearing and re-stocking of consulting rooms as required.
- Providing clerical assistance to practice staff when required from time to time, including word/data processing, filing, photocopying and scanning documents.
- Dealing with clinical waste and spillages following Practice procedures (where required)
- Provision of refreshments for staff and visitors as required; and keeping the kitchen area clean and tidy.
- Covering additional shifts for sickness and annual leave.
- To work Enhanced access hours on rotation with the Reception/Admin team when needed.
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter
- Ensure all patient records are up to date and any new registrations and/or deductions are processed via the clinical system in accordance with practice policies.
- Deal with and process internal tasks that are assigned to the reception office.
- Review recall lists and contact patients by phone or letter to invite them in for routine checks where required.
- Take part in audit work, reviewing patient records and recording accurate data on the relevant systems where required.
- Manage pathology links on a daily basis.
- And any other duties as required by the line manager and the Practice Manager.

UNDERPINNING POLICIES

Confidentiality:

Adhere to the General Data Protection Regulations (GDPR).

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 member practice as a business organisation and to the Network. 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 member practices or Network may only be divulged to authorised persons in accordance with the Network policies and procedures relating to confidentiality and the protection of personal and sensitive data

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

Health & safety:

The Practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) regulations 1999 and other statutory legislation. 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
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way, free from hazards
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises 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 that 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, with 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
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality And Continuous Improvement (Qi)

- To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the network to look for opportunities to improve quality and share good practice.
- The Practice continually strives to improve work processes, which deliver healthcare with improved results across all areas of our service. We promote a culture of continuous improvement, where everyone counts, and staff will be permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Communication/Collaboration

The post-holder should recognise the importance of effective communication and collaboration both within and outside the organisation and will strive to:

- Communicate effectively with other team members
- Communicate effectively with outside agencies and other stakeholders
- Recognise people's needs for alternative methods of communication and respond accordingly
- Recognise the significance of collaborative working and ensure they communicate in a way, which enables the sharing of information in an appropriate manner.

The above is intended only as a guideline and is not intended to be an exhaustive list. The postholder will be expected to carry out other tasks, which may be reasonably required of him/her by the employer. This post may be subject to change/review as the needs of the practice/department changes. Any changes will be made following consultation with the individual.

This job description may be subject to change from time to time to reflect the changing needs of the Practice but it is a correct reflection of the type of duties that need to be undertaken.

PERSON SPECIFICATION

Patient Services Administrator

Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	√	
Experience	Essential	Desirable
Experience of working with the general public	√	
Experience of administrative duties	√	
Experience of working in a health care setting / primary care		√
Experience of clinical administration eg: scanning hospital documents		√
Skills	Essential	Desirable
Excellent communication skills (written and oral)	√	
Experience of using S1 and running reports		√
Strong IT skills	√	
Clear, polite telephone manner	√	
Competent in the use of Office and Outlook	√	
Representing organisations at meetings		√
Competent with using Social Media Platforms		√
Ability to prioritise and manage workload	√	
Ability to take clear and concise minutes of meetings		√
Ability to work as a team member and autonomously	√	
Good interpersonal skills	√	
Problem solving and analytical skills	√	
Ability to follow policy and procedure	√	
Personal Qualities	Essential	Desirable
Polite and confident	√	
Flexible and cooperative	√	
Motivated	√	
Forward thinker		√
High levels of integrity and loyalty	√	
Sensitive and empathetic in distressing situations	√	
Ability to work under pressure	√	
Other requirements	Essential	Desirable
Flexibility to work additional hours when needed	√	
Disclosure Barring Service (DBS) check	√	