



JOB DESCRIPTION

Job Title	AQP Co-Ordinator - Primary Care based
Location	Across 3 sites – The Light, Wetherby Surgery and Westgate Surgery
Reports To	AQP Clinical Lead
Hours	40 hours

JOB SUMMARY

The service offers professional and clinical care for patients within AQP Services – Dermatology and other specialist services in order to ensure the safe, effective and compliant delivery of AQP services to all patients.

The service is for patients referred in by GPs across the Yorkshire region who wish to access specialist services. We undertake AQP services as defined by the National AQP contracts.

The service is run from 3 sites in Leeds and it is expected you will work across all 3 sites flexibly.

Your role is to provide the following support to the service:

- Ensure clinics run smoothly- organizing patient appointments and clinicians rota's and booking clinicians for clinics.
- Liaise with Operations Manager and Clinical Lead to ensure an optimum service
- Clinic letters to be sent to GP's
- Answer phone calls – patient and clinician queries
- Organising follow up appointments/ discharges/ onward referrals
- Organisation of team meetings
- Coding and reporting – you will work with IT lead to ensure all activity is claimed at end of each month
- Equipment orders
- Choose and book and triaging referrals
- All clinic admin and service admin
- Liaising with staff to book rooms at all sites where we hold clinics
- Facilitate expansion of the service and new models of working
- Collating patient feedback via SMS questionnaires

KEY WORKING RELATIONSHIPS SUMMARY

Clinical Lead: The GP will work alongside the Clinical Lead and Service Manager for the service, upholding clinical compliance, performing audit and involvement in Clinical Governance Policies.

Service Coordinator: Report operationally to the Clinical Lead / Clinical Services Manager/ Service Coordinator for operational matters such as rota planning, absence and appraisals.



Service Clinicians and Leads of all sites – to arrange clinics and room availabilities

IT and Data analyst – liaise to model efficient ways of working

RESPONSIBILITIES & KEY SKILLS

- To provide admin support based on service and patient needs, where appropriate, with a focus on continuity of care and quality of care.
- To organize the service and ensure all run smoothly
- Provide support to colleagues
- Be accountable for operating within the clinical governance framework for the Group at all times, incorporating service users and carers, audit, guidelines and risk management
- Act as an advocate for patients, nurses, colleagues and OnePrimaryCare
- Promote and deliver the OnePrimaryCare business model via the clinical strategy □
Ensure effective communication
- Be committed to innovation and continual improvement. Encourage and support research and development
- Promote inter-professional training and education with colleagues and Allied Health Professionals
- To take part in clinical meetings and operational meetings where necessary. Minute taking
- To participate in QI, development and learning, as part of the practice team.

Clinical Governance

- Review and respond to relevant Incident Reports at site level and raise any clinical concerns with managers.

Contract Adherence

- Ensure the relevant systems are in place to enable smooth operation of services
- Ensure self-compliance with all mandatory training.

Competencies

- Secretarial skills
- Qualifications, Skills to demonstrate the above
- Builds long lasting and effective relationships with the team.
- Acts as an ambassador for the group
- Documents clearly, succinctly and correctly
- Adapts to the team and builds team spirit
- Embraces the OnePrimaryCare Values in day to day work
- Proactively seeks to develop professional skills
- Understands NHS process/systems
- Strong communication skills.
- Highly motivated and enthusiastic with a 'can do' attitude
- Creative, flexible and able to work in a time pressured environment
- Excellent attention to detail
- Strong computer literacy – Ability to use System 1 effectively



Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly

Personal/Professional Development

The post-holder will have the opportunity to participate in various training programmes implemented by the company, and will have access to the e Learning Academy. In addition to this there is an annual performance management cycle including:

- Annual appraisal and performance review, with annual reviews
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work, with the opportunity to train and mentor colleagues and peers

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 OnePrimaryCare 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.

Quality

The post-holder will strive to improve and maintain quality, 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

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:-

- Using security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified



Confidentiality

- 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 carer's, OnePrimaryCare staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.
- The post holder will be required to adhere to their confidentiality agreement at all times.

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.