**Job Description**

**Job Title: Primary Care Clinical Coder and Administrator**

**Based: Primary Care Hub, Sefton Street, Litherland**

**Hours:** Bank   
**Salary:** **Depending experience**

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| **Job Summary** |
| As a PC24 Clinical Coder you will be required to summarise and read code relevant information from patient's clinical records, hospital correspondence and other sources into EMIS Web, working strictly in accordance with the practice protocols. This could include complex conditions and treatments, ensuring you offer patients an accurate and consistent clinical coding service using a variety of different systems.  The post holder will provide a full range of administrative support for the Practice; undertaking a variety of tasks to assist the day-to-day running of our Practices, you will need a flexible approach with attention to detail and the ability to work as part of a busy team.  You will also provide cover on an ad-hoc basis for other members of the wider administrative/reception team when appropriate at times of annual/sick leave to deal with peaks in workload. |
| **Key Responsibilities** |

* Process all correspondence received, in both digital and paper formats in an accurate, efficient manner including scanning onto the correct record and appropriately coded
* Manage the practice mailbox ensuring all emails are responded to
* Ensure that any required actions following receipt of correspondence are dealt with in a timely manner
* Undertake clinical documentation reading and assist in workflow optimisation
* Manage new patient registrations
* Support the Clinical team with processing referrals using the electronic referral system (ERS)
* Maintain the referrals database ensuring that any rejected referrals are actioned immediately
* Competent user in EMIS and Blinx PACO
* Undertake all duties within the Primary Care Hub Admin division where required to include scanning, coding, summarising, and secretarial duties.
* Coding adherence to Enhanced Services (ES), Quality Outcome Framework (QOF and Local Quality Contracts (LQC)
* Highlight anomalies found which would affect compliance with contracts.
* Summarise medical records as required
* Manage and maintain call and recall programmes
* Maintain register databases such as Learning Disability, Safeguarding etc
* Manage admin related eConsult’s
* Support screening campaigns such as cytology, bowel, and breast
* Carry out GP link and GP2GP administration
* Undertake deductions in line with the PC24 process and procedures
* Carry out system searches as requested
* take minutes of multi-disciplinary Team meetings and co-ordinate with community teams in relation to the administration of patients under their care.
* assist in the process relating to medical reports, to include organising the photocopying of notes and postage duties.
* Supporting all clinical staff with general administrative tasks as requested
* Liaising with external agencies such as hospitals and community services, ensuring referrals are processed efficiently
* Meet Key Performance Indicators (KPI) targets as set out and agreed with the Primary Care Hub Manager

**Other duties**

* Be prepared to work flexibly in terms of time and workload according to the needs of the service
* Share best practice knowledge with colleagues to promote continuous improvement
* Participate in annual personal development reviews and take responsibility for own continuing professional development
* Ensure Information Governance policy is adhered to at all times
* Ensure that all incidents, complaints, and safeguarding concerns are reported appropriately to the Primary Care Hub Manager, using the available reporting mechanisms correctly
* Ensure that any Health and Safety concerns are raised to the Primary Care Hub Manager
* Promptly report any IT or Security issues to the Primary Care Hub Manager
* Undertake any other appropriate ad hoc duties as requested by the Primary Care Business Manager and/or Primary Care Hub Manager

**Personal specification**

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| Education and training | Essential | Desirable |
| Educated to GCSE Level C in literacy and numeracy or equivalent work-based experience | þ |  |
| Knowledge, skills, experience, and other relevant criteria | **Essential** | **Desirable** |
| Able to demonstrate excellent communication skills with a wide variety of people | þ |  |
| Accuracy and attention to detail | þ |  |
| Able to demonstrate excellent customer service skills | þ |  |
| Excellent keyboard skills and experience of Microsoft Office packages | þ |  |
| Patient focused, ability to show patience, empathy, and compassion via telephone. | þ |  |
| Able to problem solve and think clearly in pressured situations | þ |  |
| Previous experience in a similar role |  | þ |
| Good working knowledge of medical terminology | þ |  |
| Demonstrable experience in dealing with sensitive and confidential information | þ |  |
| Experience of using EMIS Web | þ |  |
| Knowledge of clinical coding and GP workflow protocols | þ |  |
| Previous experience of working in a healthcare environment | þ |  |
| Ability to work autonomously and initiate/self-direct own workload | þ |  |