



# Information for applicants

**PATIENT EXPERIENCE  
ADMINISTRATOR**

HULL



## Table of Contents

1. Background.....	3
2. Job Description .....	6
3. Person Specification .....	11
4. Terms and Conditions.....	12
5. Application .....	13



## 1. Background

The earliest mention of a medical practitioner serving the Haxby/Wigginton area is of a Dr Hood who practised in York and held a monthly surgery in the building next door to the Fish and Chip shop in Haxby, this would be before 1920. Since that time the practice has changed through patient growth, merger and business development into a sizeable and diverse NHS service provider.

The York Practice now has a GMS (General Medical Services) contract with the NHS and provides a full range of primary care services and additional services from 6 different locations in the City. Its Practice area arcs from the North East to the South West and includes the urban/suburban extremities of the City and beyond to some outlying villages. The main site is in the Health Centre at Haxby/Wigginton. The second largest surgery, Gale Farm, serves the suburban area of Acomb. Our Huntington surgery is the third largest. The three smaller sites are based at New Earswick, amongst the original Joseph Rowntree “garden village” social housing development, at Stockton on the Forest, a small rural village outside the City and Poppleton, a semi-rural suburban village. Stockton also provides dispensing services to its patients and to the Poppleton patients. In all we serve approximately 33,000 patients. Additionally, we have been providing local anaesthetic vasectomy services to the patients of York and North Yorkshire from our York Practice for nearly 10 years.

In 2009 as Haxby Business Group (HBG Ltd) we started a new venture to improve access to GP services in Hull as part of the Equitable Access to Primary Care Initiative. We opened three brand new GP practices with very different demographics in the Kingswood, Priory Road and Orchard Park areas covering the North and West of the City and part of the East Riding of Yorkshire. In 2013 we were approached by Burnbrae Surgery in East Hull and formed a new Partnership with HBG Ltd as a corporate partner. This well-established Practice provides GMS contract services to around 5,000 patients. In April 2019 we were awarded the contract to deliver GP services to approximately 10,800 patients from Hull’s Calvert and Newington Health Centres. We have developed a strong Hull-based team providing a full range of primary care services to roughly 28,800 patients across five sites, under both APMS and GMS contracts.

In 2019 the Care Quality Commission (CQC) rated us as ‘Outstanding’ overall across York and Hull. This result is a credit to every member of our team across all our sites and shows their commitment to Haxby Group and our patients.

Our Hull and York Practices are part of the Improving Access to General Practice scheme meaning that we provide a service to our patients 7 days per week, including Bank Holidays.

We have a long and successful history of involvement with medical training and education and in both Cities we support GP trainees with GP Partners as trainers across



all our sites. We have a long-standing relationship with Hull and York Medical School and support students from all years of their Medical course in both Cities.

Haxby Group has a strong commitment to education and training. We are a Primary Care Workforce and Training Hub (PCWTH) for Humber, Coast and Vale, providing training infrastructure and inter-professional teaching and learning for undergraduate and post graduate nursing students and other health professionals, mentoring HCAs, trainee Advanced Clinical Practitioners and Physician Associates amongst others. A large part of our role as a PCWT hub is to support other practices across the region with training students and trainee clinicians in various roles. Our training division, Haxby Group Training, also offers a variety of short courses in both clinical and non-clinical topics.

We are research accredited and work with the local primary care research network to support projects in both Hull and York.

In 2010, we set up a new venture with local pharmacist, Richard Harrison Ltd, as Haxby Group Pharmacy (HGP Ltd). This company now successfully operates six pharmacies in and around York. Following our merger with the Gale Farm partnership in April 2015, we became a partner with Community pharmacies UK, now Day Lewis Pharmacy, in an LLP joint venture running a pharmacy at Gale Farm surgery.

We are a high achieving organisation that meets its targets such as the Quality and outcomes Framework and in the standards of performance required by our contracts and as expected and needed by our patients.

We aim to involve and communicate with and listen to our patients as best as possible and have Patient Participation Groups and disease specific support groups. In addition we have a very strong social media presence including a practice website and a professional quarterly newsletter. There are also regular patient surveys such as the friends and family test.

We are organised into teams by specialisation, such as finance, nurses or data, or by geography, such as surgery. We value our staff very highly and support them in their role and ambitions through training and appraisals. We also try to communicate and listen with our staff through regular staff surveys, away days and regular social functions.

We have a clear Mission to “work together to provide a caring, quality service to our patients” and an ethos based on three key principles, Professionalism, Unity and Balance.

To be professional we aim to be the best that we can be, to apply the best standards that are possible, to be advocates for the patient and high quality contract performers. We have a comprehensive range of policies and protocols, clinical and non-clinical and are a learning organisation that listens to complaints and reviews significant events in a supportive learning fashion.



To be unified we work as a team and in teams, offer supportive, comprehensive employment policies, accept and value each other's role as important in the delivery of healthcare and a quality service and listen to each other. We do not discriminate for reasons of disability, age, race, gender or religion and we work with and listen to our patients.

For balance we apply good judgement in the use and application of resources, skill, or medical care. We ensure that we maintain perspective and are as fair as possible in all our dealings. We also ensure that our employment style and work ethic invigorates and supports our team in a positive and happy environment.

**More information can be found at [www.haxbygroup.co.uk](http://www.haxbygroup.co.uk)**



## 2. Job Description

**Job Title:** PATIENT EXPERIENCE ADMINISTRATOR

**Reports to:** DEPUTY GENERAL MANAGER

**Structure:**

Deputy General Manager > General Manager > Managing Partner

**Job Summary:**

You will work as part of a cross city team under the indirect supervision of the Managing Partner and assist the Deputy General Manager in providing comprehensive support and administration in regard to the patient experience and patient engagement across the practice. There will be a primary focus on dealing with the practice complaints process following policy and procedures.

The duties and responsibilities to be undertaken by members of the practice 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 General Manager/Managing Partner, dependent on current and evolving Practice workload and staffing levels.

You must work at all times within your own competence and use your own judgement, knowledge and common sense in your day-to-day activities.

**Duties and Responsibilities:**

- Ensure that incoming complaints are dealt with efficiently and in accordance with the business complaints policy and procedure.
- Assist with investigations, extracting information from online systems and databases where necessary.
- Assist with related audits and collating of reports.
- Present information and data to members of staff at all levels.
- Facilitate effective communication between patients, members the primary health care team, secondary care and others.
- Typing or editing of correspondence to patients, filing appropriately on the patients records and on the practice systems.
- Maintain and efficient records system for complaints and patient engagements.
- Manage incoming and outgoing post; keeping an accurate record of receipt dates.
- Assist with the facilitation of relevant meeting, creating diary invites and taking minutes when required.



- Assist the General Manager with patient participation groups (PPGs) and related administration.
- Taking messages and passing on information.
- Filing and retrieving paperwork.
- Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures.
- Providing clerical assistance to Practice and Trust staff as required from time to time, including word/data processing, filing, photocopying and scanning.
- Ordering, re-ordering and monitoring of stationery and other supplies.
- Provision of refreshments for staff and visitors as required; loading and emptying the dishwasher and keeping the kitchen area clean and tidy.
- Any other duties required in order to improve the patient experience and engagement in the practice.

### **Business responsibilities:**

- Assist with the gathering of statistics and information when required.
- Undertake specific assigned tasks, project support or development which may arise from time to time.
- Maintain accurate and complete documentation and records utilising I.T. as appropriate and in accordance with Haxby Group protocol.
- Follow agreed protocols, referring to senior people for guidance.
- Demonstrate pro-active engagement with the practice population and wider community to promote an uptake of services.
- Maintain the ethos and culture of Haxby Group.
- Positively promote Haxby Group.
- Ensure rationalisation of resources.
- To assist in enhanced and extended services to grow the professional offerings of the business.
- Attend in-house governance, educational and staff meetings as appropriate.
- To help plan, develop and support the introduction of new working processes to optimise quality.
- Train staff to attain optimum performance.
- To build and maintain relationships with other healthcare professionals, including GPs, GP surgery personnel, care home personnel, CCG personnel etc.
- Behave in a professional manner at all times.

### **Safeguarding:**

- Be responsible for and committed to safeguarding and promoting the welfare of Adults-at-risk (vulnerable adults), children and young people and for ensuring that they are protected from harm.



- Be aware of your duties and responsibilities regarding current legislation and adhere to our policies and procedures on Child Protection and Safeguarding Adults.
- Recognise the types and signs of abuse and neglect.
- Ensure the Safeguarding Lead is alerted to, and kept fully informed of, any concerns you may have in relation to safeguarding adults, children and young people.

### **Learning and development:**

You will participate in any training programme implemented by Haxby Group as part of this employment, such training to include:

- Participation in individual performance reviews, including maintaining a record of own personal and/or professional development.
- Working in conjunction with senior management, assess own learning needs and undertake learning as appropriate.
- Develop and utilise a written Personal Development Plan.
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments.
- Undertake mandatory and statutory training as required.
- Share administrative duties in order to refer patients through to other services including secondary care

### **Team working:**

- Assist and support your line manager to provide a quality service.
- Provide cover for members of your team during periods of sickness and annual leave.
- Support and facilitate change as requested.
- Undertake additional tasks as required within your general role.
- Understand own role and scope in the organisation and identify how this may develop over time.
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
- Accept delegation from senior staff, prioritise own workload and ensure effective time management strategies are embedded in own practice.
- Participate in team activities that create opportunities to improve customer care.
- 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.
- Participate and support local projects as agreed with the management team.





- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties.

### **Confidentiality:**

- In the course of seeking treatment, customers 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, you may have access to confidential information relating to customers and their carers, Haxby Group staff and other healthcare workers. You may also have access to information relating to Haxby Group as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to customers, carers, colleagues, other healthcare workers or the business of Haxby Group may only be divulged to authorised persons in accordance with Haxby Group policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety:**

You will assist in promoting and maintaining their own and others' health, safety and security as defined in Haxby Group Health & Safety Policy, to include:

- Using personal security systems within the workplace according to 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 and free from hazards.
- Reporting potential risks identified.

### **Equality and Diversity:**

You will support the equality, diversity and rights of customers, 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 Haxby Group procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of customers, 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 maintain quality within Haxby Group, 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.
- Effectively manage own time, workload and resources.
- Work within own limitations and experience.
- Be aware of and co-operate with audit.
- Contribute to the achievement of the highest possible quality standards such as the QOF.
- Proactively initiate quality improvement projects.
- Work with the Registered Manager to ensure the organisation achieves the required CQC standards.
- Work effectively with individuals in other agencies to meet patient's needs.
- Portray a professional image at all times.

### **Communication:**

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

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

### **Other:**

This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with you. Your job title and job description may be amended by the Managing Partner / Director, including any additional duties that may be required. You will need to be flexible in developing the role to provide the best possible care to patients.



### 3. Person Specification

	Essential	Desirable
<b>Physical Requirements</b>	Able to undertake the requirements of the post.	Reliable. Flexible. Excellent attendance record.
<b>Knowledge/Qualifications/Skills</b>	Excellent customer service skills Good administrative and organisational skills IT literate with good keyboard skills Excellent telephony skills Understand and observe strict confidentiality	Level 2 or equivalent qualification in customer service Skilled in office machinery use
<b>Competencies/Qualities/Attributes</b>	An interest in primary care Excellent communication (written and verbal) Work well under pressure Able to work as a team member Able to work unsupervised Able to use own initiative Be self motivated Able to listen and empathise Hard working and willing Flexible and adaptable, able to work according to changing need Enthusiastic Commitment to personal development	
<b>Other</b>	Able to work at the desired times Flexibility of hours for cover Good sickness record	Non smoker Car driver/clean licence



## 4. Terms and Conditions

**Salary:** £9.00 per hour. Pay progression will be dependent upon annual performance appraisal.

**Annual Holiday:** 22 days plus bank holidays pro rata (holiday entitlement will increase as a reward for loyalty and service).

**Training:** Induction training plus other annual training subject to an agreed personal development plan.

**Working hours:** Full-time position – 38 flexible hours per week based around the opening times of Haxby Group.

The Surgeries will be open 7.30 am to 8.00 pm weekdays and until 1.00pm Saturdays. The post-holders exact weekly hours will be agreed according to service and individual needs and will include evening and weekend sessions (possibly on a rota). These hours may vary on a regular basis as dictated by service or individual requirements. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

**Benefits:** We operate an optional contributory pension and benefits scheme.

The Well-being Simplyhealth plan and Co-operative flexible benefits package will be offered after your probation period.

Other benefits include:

- Uniform
- Full induction package with reviews.
- Annual reviews.
- Annual training day.
- Regular training and updates.
- Social functions.



## 5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: [HR.Team@haxbygroup.co.uk](mailto:HR.Team@haxbygroup.co.uk) Tel: 01904 928076 / 928077

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.