

**SOUTHERNHAY HOUSE SURGERY**  
**ADMINISTRATOR APPLICATION PACK**

**All applications must be completed in black ink and in your own handwriting. Typed applications and Curriculum Vitae (CV) cannot be accepted.**

**This application pack contains the following information:**

1. Practice Information
2. Job Description
3. Person Specification
4. Availability Sheet
5. Application Form

**Please return the application form and disability & health monitoring information form to:**

Recruitment Coordinator,  
Southernhay House Surgery  
30 Barnfield Road, Exeter, EX1 1RX

**Applications should be received no later than 5pm on Thursday 11<sup>th</sup> January 2018**

**Interviews will be held on Monday 22<sup>nd</sup> and Tuesday 23<sup>rd</sup> January.**

**Due to our close working relationship with Barnfield Hill Surgery, interviews will be held at either location. A tour of the site relevant to the position you have applied for can be arranged.**

**Interview Location Addresses:**

Southernhay House Surgery  
30 Barnfield Road  
Exeter  
EX2 5BB

Barnfield Hill Surgery  
12 Barnfield Hill  
Exeter  
EX1 1SR

**If you have not been invited for interview by 5pm on Monday 15<sup>th</sup> January then on this occasion you have not been shortlisted.**

**SOUTHERNHAY HOUSE SURGERY**  
**ADMINISTRATOR VACANCY INFORMATION**

**Location**

Southernhay House Surgery is located in Exeter city centre; we also have a branch surgery in the Whipton area of Exeter. The post holder is required work at both of the surgery sites.

**The Partners**

This is a three-partner practice with approximately 8000 patients.

**Staffing**

A friendly and willing Primary Health Care Team supports the practice.

This includes two Assistant GPs, two Practice Nurses, a HCA, a phlebotomist, the Practice Manager, the Deputy Practice Manager, a Reception Manager, & eight administrative staff.

Furthermore, the practice has good links with the local Community Nurses, Health Visitors, Midwives, Community Psychiatric Nurse, Cognitive Behaviour Therapist and Physiotherapists.

**Computing and Information Technology**

The Practice is proficient in IT and currently uses the SystmOne clinical system.

**Hours of Work**

Vacancy – 20 hours

<b>Monday (W)</b>	<b>Tuesday</b>	<b>Wednesday (SH)</b>	<b>Thursday (W)</b>	<b>Friday (S)</b>
<b>12.30pm - 4.30pm</b>	<b>DAY OFF</b>	<b>8.00am - 4.00pm</b>	<b>12.30pm - 5.00pm</b>	<b>8.30am - 12.30pm</b>

S=Southernhay, W=Whipton Branch

There is an expectation that the successful candidate will be flexible and work additional hours to cover for colleagues during periods of holiday, sickness and other absences.

**Salary**

£8.00 per hour (pay reviewing pending)

**Annual Leave**

6.6 weeks including bank holidays

**Closing Date**

The closing date for applications for this post is 5pm on Thursday 11<sup>th</sup> January 2018

Completed applications should be returned to Recruitment Co-ordinator, Southernhay House Surgery, 30 Barnfield Road, Exeter, EX1 1RX.

**Interviews**

Interviews will be held on Monday 22<sup>nd</sup> and Tuesday 23<sup>rd</sup> January.

**Offer**

Any offer of employment will be subject to:

- Satisfactory references being obtained
- Satisfactory Security Checks
- Occupational Health Clearance

**SOUTHERNHAY HOUSE SURGERY**  
**AVAILABILITY TABLE**

Position	Administrator		
<b>Please insert your availability into the table.</b>			
<b>Please note that you would not necessarily be expected to work all of these shifts:</b>			
	<b>AM (8am-12.30pm)</b>	<b>PM (12.30pm – 6/6.30pm)</b>	<b>LATE (3.30pm – 7.30pm)</b>
<b>Monday (Please tick)</b>			
<b>Tuesday (Please tick)</b>			
<b>Wednesday (Please tick)</b>			
<b>Thursday(Please tick)</b>			
<b>Friday (Please tick)</b>			

# SOUTHERNHAY HOUSE SURGERY

## Job Description

<b>LOCALITY:</b>	Exeter
<b>BASE:</b>	Southernhay House Surgery and Whipton Branch Surgery
<b>JOB TITLE:</b>	Administrator
<b>RATE OF PAY:</b>	£8 per hour (pay review pending)
<b>REPORTS TO:</b>	Practice Manager
<b>ACCOUNTABLE TO:</b>	Practice Manager & Partners

### Job Summary

- To provide a source of contact for patients and act as a main point of communication between patients, doctors and other medical staff.
- To provide administrative support and services to all members of the Practice team across two sites.
- To utilise, maintain and manage the Choose and Book referral system in line with national and local protocols.
- To undertake administrative functions in accordance with practice protocols.
- To ensure the smooth & efficient flow of work in the office.

### Main Duties and Responsibilities

- Book patient appointments with GPs or other Health Professionals using the practice appointments system and in accordance with practice guidelines.
- Explain practice arrangements to new patients who register with the practice both on a permanent or temporary basis.
- Respond to all queries and requests for assistance from patients and other visitors.
- Enter requests for home visits onto 'Visit' screen, detailing all relevant information and inform the Duty Doctor where necessary.
- Accept and action messages for Clinicians, using the Systmone Task System as appropriate.
- Advise patients of appropriate charges for private services, accept payment and issue receipts.
- Issue Repeat Prescriptions.
- To receive incoming and initiate outgoing telephone calls and emails in order to facilitate timely and appropriate communications with others, taking messages and dealing with enquiries.
- Assist colleagues in the admin team with other outstanding tasks.

- Ensure accurate data is recorded on the patient's computer records and that paper notes are kept in chronological order as per protocol.
- Assisting with audit in line with the GP contract.
- Make thorough use of the Clinical System and other IT as appropriate.
- Maintain stock levels in consulting rooms.
- Open, distribute and dispatch mail.
- Open and secure premise.
- To cover for members of the admin team during periods of sickness and annual leave.
- Deal with incoming and outgoing patient medical records in a timely manner, contacting the relevant organisations for urgent or missing items.
- To provide an efficient audio, copy typing and word processing service for GPs, Practice Manager and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums etc. in an accurate and timely manner.
- Fully utilise the Choose and Book system in accordance with national and local procedures, providing patients with information as appropriate and liaising with Health Professionals as required.
- Complete the following administrative functions:
  - Medical Insurance/Local Authority/Medical Reports
  - Maximise GP Contract outcomes including QOF & Enhanced Services using online tools and support e.g. Insight Solutions.
  - Cytology
  - Postnatal & baby checks
  - Immunisations
  - Drug Monitoring
  - Recalls
  - Run monthly searches as required for all chronic disease areas
  - Assisting with audit in line with the GP contract
  - Miscellaneous searches as and when required
  - Maintain Carers Register
  - Deal with incoming/outgoing patient records
  - GP Links
  - Registrations
  - Scanning
  - Coding
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- To assist with the gathering of statistics and information when required including completion of excel spreadsheets.

- To attend meetings and take minutes as required.
- Make thorough use of the Systmone Clinical System and other IT as appropriate.
- Open and secure premises as required.

### **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 carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. 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 practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **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 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 and free from hazard
  - To be aware of fire regulations and procedures, and to attend fire lectures annually
  - Reporting potential risks identified.

### **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 which 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, 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**

- The post-holder will strive to maintain quality within the practice, 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
  - Work effectively with individuals in other agencies to meet patients needs
  - Effectively manage own time, workload and resources.

### **Communication**

- The post-holder should recognise the importance of effective communication within the team and will strive to:
  - Communicate effectively with patients, carers and other team members
  - To attend practice meetings as required
  - Recognise people's needs for alternative methods of communication and respond accordingly.

**This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as determined by the partners and practice manager in consultation with the job holder**

**SOUTHERNHAY HOUSE SURGERY**  
**PERSON SPECIFICATION – ADMINISTRATOR**

	<b>Essential</b>	<b>Desirable</b>
<b>Academic/ Vocational Qualifications</b>	English GCSE or Equivalent	<ul style="list-style-type: none"> <li>• Typing Qualification e.g. RSA/OCR</li> <li>• Medical Terminology</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Competent use of IT</li> <li>• Competent use of Word</li> <li>• Organisation</li> <li>• Ability to communicate at all levels</li> <li>• Prioritisation</li> <li>• Achieving deadlines</li> </ul>	Competent use of Excel
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Able to work autonomously</li> <li>• An ability to use own judgement, resourcefulness, common sense</li> <li>• Enthusiasm with energy &amp; drive</li> <li>• Honest, caring, sympathetic &amp; fair</li> <li>• Good sense of humour</li> <li>• Flexibility</li> <li>• Team Player</li> <li>• Understanding of the need for confidentiality</li> <li>• Positive &amp; cheerful disposition</li> <li>• Adaptability to working environment</li> <li>• Confident, calm &amp; polite under pressure</li> </ul>	
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Previous experience in a customer-facing role.</li> <li>• Previous experience in a role where many tasks require accurate completion in a short space of time.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a similar role.</li> <li>• Knowledge of Primary Care &amp; the role of GPs.</li> </ul>
<b>Other Instructions</b>		<ul style="list-style-type: none"> <li>• Non-Smoker</li> </ul>

**SOUTHERNHAY HOUSE SURGERY**  
**EMPLOYMENT APPLICATION**

This form should be completed in black ink and in your own handwriting

**PERSONAL DETAILS:**

<b>Post applied for:</b>			
<b>Where did you see the post advertised?</b>			
<b>Preferred Position (Please Tick)</b>	<b>Vac 1</b>	<b>Vac 2</b>	<b>Either</b>
<b>Surname:</b>		<b>First Name (s):</b>	
<b>Address:</b>			
<b>Postcode:</b>			
<b>Tel No. Daytime:</b>		<b>Tel No. Evening:</b>	
<b>E-mail address:</b>			
<b>Do you hold a current UK driving licence?</b>			
<b>What would be your method of transport to work?</b>			
<b>Are you legally eligible for employment in the UK?</b> (delete as applicable)		<b>Yes / No</b> (delete as applicable)	
<b>Do you require a work permit to work in the UK?</b> (delete as applicable)		<b>Yes / No</b> (delete as applicable)	
<i>Please note that prior to making an offer of employment, we are required by law to verify documentary evidence (and maintain copies for our files) regarding a candidate's eligibility to work in the UK. This applies to all applicants regardless of nationality/origin.</i>			
<b>Have you any criminal convictions, which you should disclose?</b>			
<b>Yes / No</b> (delete as applicable)			
<b>If yes please give dates and details.</b>			
<i>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974, which means that applicants are <b>not</b> entitled to withhold any information requested about previous convictions even if, in other circumstances, they would be regarded as 'spent' under the Act.</i>			

## CURRENT (OR MOST RECENT) EMPLOYMENT OR WORK EXPERIENCE

Title of Post	
Name and Address of Employer	
Postcode	
Nature of Business	Date of Appointment
Salary and Grade/Scale	Period of Notice / Contract End Date
Reason for Leaving	
Summary of Duties Responsibilities	

**PREVIOUS EMPLOYMENT** (most recent first - you may include unpaid work)

Please give a brief explanation of any periods of unemployment

Employer's Name and Address	Title of Post Held	Brief Summary of Duties	Salary and Scale	Date From	Date To	Reason for Leaving

Employer's Name and Address	Title of Post Held	Brief Summary of Duties	Salary and Scale	Date From	Date To	Reason for Leaving

**EDUCATION AND QUALIFICATIONS** (most recent first). Include details of any qualifications for which you are currently studying/expect to attain.

Schools, Colleges Universities or other Training organisations	From*	To*	Programme of study/examinations taken (with levels and grades)

\* Inclusion of qualification dates is not compulsory

Bodies With Which Any Professional Qualifications Are Registered	Date Of Registration	Registration Number	Expiry Date

**PERSONAL INTERESTS/HOBBIES**

## APPLICANTS WHO ARE PATIENTS OF SOUTHERNHAY HOUSE SURGERY

Southernhay House Surgery considers that employing staff who are patients of the practice has significant disadvantages both to the patient and to the practice. Please note therefore that if your application is successful, you will be required to register elsewhere.

### REFERENCES

Please give the name, address and telephone number of two people who would be willing to give you a reference. If you are currently or have recently been in employment, one of these should be your current or last employer. If not, a referee should be a person who can make a statement with regard to your character. Referees must not be members of your family or related to you in any way.

Name	Name
Job Title (if applicable)	Job Title (if applicable)
Address	Address
Postcode	Postcode
Telephone	Telephone
How does this person know you?	How does this person know you?
If required, may we take up reference before interview?  Yes / No <b>(delete as applicable)</b>	If required, may we take up reference before interview?  Yes / No <b>(delete as applicable)</b>

## INFORMATION IN SUPPORT OF THIS APPLICATION

In **your own** words, describe the sort of work **you think** you would be asked to undertake if you were successful in getting this job:

Please use the space below explain **why you would be a good applicant for the post**, including any experience you have gained, skills you have to offer (e.g. IT skills) and personal qualities. This may include work and voluntary/domestic activities (e.g. school committees, charity work). Please relate your comments to the job description and person specification.

Please continue on an additional sheet if necessary

## APPLICANT'S DECLARATION

I hereby give my consent, in connection with this application, for all previous employers, educational institutions and references to be contacted to obtain and verify the accuracy of information provided by me in support of this application.

I understand that any misrepresentation or material omission made by me on this application will be sufficient cause for cancellation of the application or immediate termination of employment, whenever it may be discovered.

I understand that Southernhay House Surgery is permitted to hold personal information about me as identified on this application form as part of its recruitment procedures and personnel records.

**Note:** Southernhay House Surgery is an equal opportunities employer and does not unlawfully discriminate in employment. No information provided by the applicant will be used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by law.

**Finally, please complete the monitoring information at Appendix 1.**

<b>Applicant's signature:</b>	<b>Date:</b>
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**This form should be returned to:  
Recruitment Co-ordinator  
Southernhay House Surgery  
30 Barnfield Road, Exeter, EX1 1RX**

**Applications should be received no later than 5pm on Thursday 11<sup>th</sup> January 2018**

<b>FOR OFFICE USE ONLY</b>	
DATE APPLICATION RECEIVED:	INTERVIEW: YES / NO
SHORTLIST YES / NO	NOTES ON REFERENCES:
NOTES	

**1. DISABILITY & HEALTH MONITORING INFORMATION**

Do you have any disability or medical condition, which may affect your suitability for this post? **Yes / No** (delete as applicable)

If yes, please give details:

If required, would you be willing to undergo a medical examination?

**Yes / No** (delete as applicable)

Are there any reasonable working adjustments you would need us to make to accommodate your health? **Yes / No** (delete as applicable)

If yes, please give details:

Give details of any periods of ill-health you have suffered within the last two years:

**Please note that Southernhay House Surgery operates a non-smoking policy covering all practice premises**

**2. DIVERSITY MONITORING INFORMATION**

[Optional – you do not need to complete this]

Date of birth:		Sex	
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**Please tick the box which best describes your cultural & ethnic origin**

**Cultural & Ethic Origin**

<input type="checkbox"/> White British	<input type="checkbox"/> Black British	<input type="checkbox"/> Indian
<input type="checkbox"/> White Irish	<input type="checkbox"/> Black Caribbean	<input type="checkbox"/> Pakistani
<input type="checkbox"/> White European	<input type="checkbox"/> Black African	<input type="checkbox"/> Bangladeshi
		<input type="checkbox"/> Chinese
<input type="checkbox"/> Other white origin Please specify:	<input type="checkbox"/> Other black origin Please specify:	<input type="checkbox"/> Other Asian origin Please specify:

**Religion/Belief**

<input type="checkbox"/> Atheism	<input type="checkbox"/> Buddhism	<input type="checkbox"/> Christianity
<input type="checkbox"/> Hinduism	<input type="checkbox"/> Islam	<input type="checkbox"/> Judaism
<input type="checkbox"/> Sikhism	<input type="checkbox"/> Not Disclosed	<input type="checkbox"/> Other
<input type="checkbox"/> Unknown		<input type="checkbox"/>

**Sexual Orientation**

<input type="checkbox"/> Bisexual	<input type="checkbox"/> Gay	<input type="checkbox"/> Heterosexual
<input type="checkbox"/> Lesbian	<input type="checkbox"/> Not Disclosed	<input type="checkbox"/> Unknown