

Job Description

Job Title	Patient Care Coordinator
Hour per week	Full/Part Time
Reports to	Clinical Director

The Patient Care Coordinator will support the practice to prioritise keeping people living in their own homes, living well and having choices and providing care closer to home. Working with the practice, multi-disciplinary team (MDT) and wider health and social care colleagues in the co-ordination of multiple services around the patient both administratively and with direct patient contact.

A Patient Care Coordinator can provide capacity and expertise to support patients in preparing for clinical conversations they have with primary care professionals to free up time for the clinician, highlight any issues or blocks to continuing health at an early stage and act as a link between the patient, the clinician and any outside or partner agency.

Job Purpose

- The role also supports the booking of appointments, setting up of group consultations, administration of clinics and leg clubs and the management of population health initiatives.
- Act as a liaison between the clinician, administration team and the patient and can be seen as a primary care version of a Patient Advice and Liaison Service (PALS) which has been run successfully in Secondary Care for some time.
- Work closely with the GPs and other primary care professionals within the practice to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and ensuring that their changing needs are addressed.
- Provide support to our nursing team on the Long-Term Conditions appointments administratively and practically.
- Support the on-going training of our Patient Services Team and provide on-site support and guidance.
- Plan, administrate and diarise all Social Prescribing appointment rotas and help with the administration of these roles and clinics.
- Support clinicians and administrative staff with patients, tracking their needs, troubleshooting, fact-finding and signposting by setting up a Patient Advice & Liaison Service to be utilised by clinicians and practice staff.
- Support clinicians in the setting up and administration of Group Consultations.
- Support and administrate the Leg Club and any future, similar clinical endeavours.
- Link administratively with the MDT to support and proactively manage patient and clinician needs.
- Support carers' leads in the practice in developing carers' groups, support and resources.
- Plan, support and manage where appropriate any tasks associated with the practice, NHSE, or CCG initiatives such as the CCLIP, Population Health Management or PCN DES activities.
- Additional work will be delegated by the Practice Manager.

COLLABORATIVE WORKING RELATIONSHIPS

Recognises the roles of other colleagues within the organisation and their role to patient care
Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations and the third sector
Demonstrates ability to work as a member of a team

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Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary
Liaises with other GP Practices and staff as needed for the collective benefit of patients

LEADERSHIP

Demonstrates understanding of the care coordination role in governance and is able to implement this appropriately within the workplace

Demonstrates understanding of, and contributes to, the care coordinator vision

Demonstrates ability to improve quality within limitations of service

Reviews last year's progress and develops clear plans to achieve results within priorities set by others

Demonstrates ability to motivate self to achieve goals

Demonstrates ability to extend boundaries of service delivery within the team

EDUCATION, TRAINING AND DEVELOPMENT

Understands and demonstrates the characteristics of a role model to members in the team and/or service

Demonstrates understanding of the mentorship and coaching process

Demonstrates ability to conduct teaching and assessment effectively according to a learning plan with supervision from a more experienced colleague

Demonstrates self-development through continuous professional development activity

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 patients, carers and third sector organisations
- Recognise people's needs for alternative methods of communication and respond accordingly.

Confidentiality:

- 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
- 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, 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 implement and lead on a full range of promotion and management their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines

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- Correct use of Personal Protective Equipment (PPE)
- Use and monitoring of the correct use of Standard Operating Procedures for cleaning and infection control
- Responsible for correct hand hygiene of self and others
- Ownership of infection control and clinically based patient care protocols, and implementation of those protocols within the team
- Active observation of current working practices across the team in relation to infection control, cleanliness and related activities, ensuring that procedures are followed, weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Routine management of team areas, and maintenance of work space standards
- Spillage control procedures, management and training

Safeguarding Children and Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

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 recognizes 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

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- 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
- 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

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