

## **LQM Administrator**

***Closing date: 31st March 2025***

***Three Chequers Medical Practice is looking to recruit a committed, flexible and motivated LQM Administrator to join our team.***

***Location: Salisbury City Centre***

The Long Term Conditions and QOF Administrator (LQM) will be responsible for ensuring that patients with long term conditions (e.g. diabetes, asthma, COPD etc.) are accurately recalled, coded, booked in and followed up in relation their annual review whilst adhering to Practice policies and procedures.

The post-holder will be responsible for running reports within our bespoke clinical system to identify and invite patients. They should be confident using IT systems so they can invite patients to book appointments and complete online questionnaires through SMS and email and may need to call the patient to directly offer an appointment.

The successful candidate will work collaboratively with the general practice team to meet the needs of patients and support the delivery of practice services. They will meet with the Practice Management to provide an important updates and analysis on the progress of long-term condition management in line with the NHS Quality and Outcomes Framework (QOF).

The successful candidate should have excellent verbal and written skills to be able to communicate in a professional manner. The candidate will be a key point of contact via telephone and email for patients and colleagues regarding Long-Term condition reviews.

As a member of the Admin team, the post holder will be key to ensuring excellent patient data management, accurate record keeping and patient recalls.

### ***What we can offer:***

All new employees will receive a detailed induction and training programme as well as mentor to guide you through your transition into General Practice

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rota basis

Opportunities for career development and progression

Staff training and away days

### ***How to apply:***

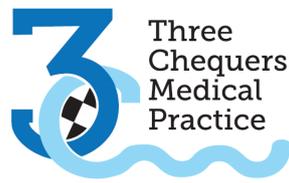
Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries.

For more information about these positions please visit our website [www.3chequers.co.uk/staff-vacancies](http://www.3chequers.co.uk/staff-vacancies) or collect an application form from Endless Street Surgery.

If you have any questions about our current vacancies, please email

[bswicb.recruitment.threechequers@nhs.net](mailto:bswicb.recruitment.threechequers@nhs.net)

**We look forward to receiving your application.**



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area. We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 10 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at [www.3chequers.co.uk](http://www.3chequers.co.uk)

## Job Description

**Job Title:**

LQM Practice Coordinator

**Reporting to:**

Practice Manager

The LQM Practice Coordinator plays an important role within the Surgery to proactively identify and work with those with long-term conditions, to provide coordination and navigation of care and support across health and care services.

**Job Responsibilities:**

- Ensuring smooth day to day running of the LQM system (Long Term Conditions, QOF and Medicine Management)
- To provide efficient administrative and clerical support to a high standard
- Be responsible for the administration attached to the Practice Respiratory Service
- Run and breakdown the clinical LQM reports and liaise with the Rota Coordinators to plan, prepare and manage clinics arrangements are in place.
- Sending out appointments
- Contacting patients by phone to make/change appointments.
- Attend regular meetings to provide an update to the management and wider team involved in the LQM process .
- Provide cover for the Workflow / Admin Team, answering phones and assisting with other work
- To provide a high level of comprehensive administrative support to the management team, and Partners

### **Core Principles:**

- To ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work
- To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- To follow procedures to ensure compliance with current regulation such as the Data Protection Act 1998 and General Data Protection Regulation
- To follow all practice protocols concerned with the maintenance of ethical practice
- To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity
- To contribute to a culture of continuous improvement
- To perform duties to standards required by the practice in accordance with quality assurance
- To demonstrate commitment to Continuing Professional Development
- To demonstrate computer literacy

### **Standards of Performance:**

- Support the Management Team in the implementation and review of DES/ LES requirements:
- Works with the Management Team on any actions that are necessary to become / remain compliant with the DES /LES requirements.
- In conjunction with the management Team ensure that all relevant DES/ LES policies / protocols etc are regularly updated and review dates clear and accessible

### **Data Management/Patient Care:**

- At the request of the PM , supports the partners and Management Team in the extraction of data for recalls, financial claims and general patient care
- In conjunction with the Management Team and Partners maintains a schedule of data that needs to be extracted from/submitted to the clinical and other systems

### **Recalls:**

- With the support of the PM/Admin Team , develop and maintain an effective recall system. Liaise with the Nurse/partners to resolve any clinical issues / concerns
- When required, assists with the immunisation and smear recall systems via Open-Exeter.
- In conjunction with the Nurse/PM develops a protocol that ensures that recalls are communicated to patients in the most cost efficient manner. Review six monthly.
- Assist with the training of relevant staff in how to use the recall system

### **Reporting:**

- At the request of the Management Team or Partners set up and run routine and ad hoc searches and audits and report findings/provide feedback in an agreed manner and within an appropriate agreed time frame. Examples of such searches include those for DES, LES
- Be aware of when to utilise TPP preset searches and when to set up 3C searches
- Maintains a clear filing system for searches that enables relevant staff to view searches

### **Maintain Registration Links:**

- Ensures that registrations /deductions etc are kept up to date and liaise with practice staff to ensure transfers in / out, temporary residents, emergency patients and deaths are processed.
- To ensure that patients are deducted on TPP and appropriate returns to the Health Authority are made.

### **Facilitating compliance with the Quality and Outcomes framework (QOF) and supporting the Long term condition (LTC/ LQM) review process:**

- Use clinical system and other appropriate systems to conduct clinical audits, design and run searches and analysis reports, in order to monitor and improve achievement across all contracts the practice holds with stakeholders.
- Ensure that administrative data entry into the clinical system is of the required standard to ensure accurate and consistent read code / SNOMED date entry.
- Develop methods of working to ensure that QOF targets are met.
- Liaise closely with the GP Partner QOF Lead/ Clinical Nurse Lead regarding QOF and undertake pieces of work as required.
- In conjunction with the Management Team ensuring that all relevant QoF related policies and SOPs are regularly updated and review dates clear and accessible

### **General:**

- This involves using all practice systems and SOPS.
- Ensuring confidentiality is maintained at all times
- Dealing with all telephone calls professionally (with care, civility and efficiency)
- Ensuring excellent customer care skills are used with all parties.
- Taking messages as appropriate and ensuring the message is passed on to the appropriate member of the practice or associated organizations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required
- Ensuring probity in all financial dealings

### **Upholding Quality:**

- Alerting other team members to issues of quality and risk
- Assessing own performance and taking accountability for own actions, either directly or under supervise
- Contributing 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
- Working effectively with individuals in other agencies to meet patients needs
- Effectively managing own time, workload and resources
- Adhering to Practice dress policy
- Being punctual at all times

### **Communicating:**

This involves the importance of effective communication within the team and the job-holder should therefore strive to:

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

### **Personal /Professional Development:**

- Taking responsibility for own developmental learning and performance
- Taking responsibility for maintaining a record of own personal development
- Working with management on any new training requirements with support from the PM/QAM
- Demonstrating skills and activities to others who are undertaking similar work

### **Contributing to the implementation of services:**

- Discussing with other members of the team how the policies, standards and guidelines will affect own work
- Participating in audit where appropriate

### **Health and safety:**

- Assisting in promoting and maintaining their own and others' health and safety and security as defined in the Practice Health and Safety Policy
- Using personal security systems within the workplace to identify risks involved in work activities and to undertake such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and keeping them free from hazards
- Reporting potential risks as identified

### **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 confidentiality and act appropriately
- In the performance of duties outlined, the post-holder may have access to practice business information. This too must be regarded as strictly confidential.
- Any breaches of confidentiality will be treated as a disciplinary matter and may result in instant dismissal

### **Equality and diversity:**

- The post-holder will support the equality, diversity and rights of patients, carers, colleagues and partners
- They will act in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures, policies and current legislation.
- They will behave in a way that is welcoming to all individuals, which is non-judgmental and respects their circumstances, feelings, priorities and rights

**Other:**

- Carrying out other duties that are required within the role as it evolves within the development of the organisation
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises
- These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work
- If the additional responsibility or task becomes regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

Please sign and date this document to confirm its accuracy at the present time.

Job holder: ..... Date: .....

## Job Specification

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>		
Good general education	✓	
<b>EXPERIENCE</b>		
Experience of SystmOne clinical system	✓	
Experience of Primary Care		✓
Experience of dealing with the public/patients		✓
Experience in an administrative role preferable in general practice		✓
<b>KNOWLEDGE/SKILLS</b>		
Excellent keyboard and computer skills including use of Microsoft Office	✓	
Demonstrate excellent communication skills	✓	
An understanding, acceptance and adherence to the need for strict confidentiality	✓	
Previous nursing, medical terminology or data input experience	✓	
Have good knowledge of Information Governance and Data protection	✓	
<b>QUALITIES/ATTRIBUTES</b>		
Ability to use own judgement, resourcefulness and common sense	✓	
Ability to work without direct supervision and determine own workload priorities	✓	
Ability to work at part of an integrating multi-skilled team	✓	
Pleasant and articulate	✓	
Able to work under pressure	✓	
Able to work in a changing environment	✓	
Able to use own initiative	✓	
Ability to self-motivate, organise and prioritise own workload	✓	
Excellent timekeeping	✓	
Commitment to undergo training	✓	
<b>OTHER</b>		
Flexibility of working hours/able to work at desired times	✓	
Car driver/clean licence - access to own vehicle	✓	