

Practice Administrator

Closing date: 30th November 2025

We are seeking professional, highly organised individuals who have excellent communication skills and an eye for detail.

Hours: Full or Part-Time

Location: Salisbury City

Pay: Based on experience

Key responsibilities:

- Maintain accurate patient records for care home residents, including medication reviews, appointments, registrations and clinical updates
- Liaise with care home staff, parents and patients to ensure timely communication and support
- Prepare and complete monthly and quarterly reports for current care home residents
- Support clinicians with admin tasks related to recalls, referrals, health checks and meeting QOF targets
- Ensure all infants aged 0 - 5 attend their vaccinations at the appropriate intervals and vaccination records are up to date
- Use clinical systems such as SystmOne and Anima to clinically code vaccination information and input birth and labour summary documents.
- Run reports and invite eligible patients for RSV, Pneumococcal and Flu using appointment invitation links

What we are looking for:

- Excellent communication and organisation skills
- Confidence using IT systems and handling sensitive data
- Ability to work independently and as part of a team
- A compassionate and professional approach to patient care
- Commitment to ongoing learning and development
- Previous experience in a healthcare or administrative setting

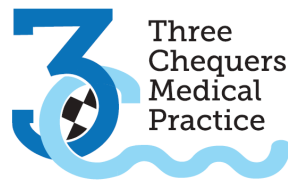
Why join us?

- Welcoming, supportive team with a strong sense of purpose
- Opportunities for career development and progression
- Access to the NHS pension scheme and exclusive access our comprehensive Employee Assistance Programme (EAP)
- Detailed induction and training programme
- 5 weeks holiday a year plus bank holidays on a pro rata basis

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 or collect an application form from the Practice.

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

Job Description

Job Title:

Practice Administrator

Reporting to:

Practice Manager

Practice Objectives:

The Practice Administrator plays an important role within a Surgery to proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.

This administrator role will work closely with GPs and practice teams to manage a caseload of patients, acting as a central point of contact to ensure appropriate support is made available to them and their carers; supporting them to understand and manage their condition and ensuring their changing needs are addressed.

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

Nursing Home Admin

Performance will be satisfactory when the following has taken place:

- Maintaining an accurate Care Home register and build links and relationships with the Care Home staff
- Ensure Recall and monitoring is dealt with according to the Three Chequers Protocol
- Be responsible for all correspondence associated with the Care Homes
- Be responsible for the ward rounds and ensuring all relevant paperwork and consent have been obtained and are accurate and up to date
- Ensure all QOF, IIF and Enhanced Services targets are met
- If achievement falls below maximum achievement targets, the Practice Manager is advised immediately.
- Arrange and attend the weekly frailty MDT meeting, taking minutes and ensuring all action points are completed.

Support the Practice Manager (PM)/ Practice Development Manager (PDM) in the implementation and review of DES/ LES requirements:

- Works with the PM/PDM on any actions that are necessary to become / remain compliant with the DES /LES requirements
- In conjunction with the PM /PDM ensures that all relevant DES/ LES policies / protocols etc are regularly updated and review dates clear and accessible
- Be the lead administrator assisting with any seasonal vaccination program , supporting the Communication Lead to invite and book eligible patients into clinics

Data Management/Patient Care:

- At the request of the PM , supports the partners and PM/PDM in the extraction of data for recalls, financial claims and general patient care
- In conjunction with the PM/PDM 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 Supervisor, develop and maintain an effective recall system. Liaise with the Nurse/partners to resolve any clinical issues / concerns
- 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

Vaccinations :

- To provide all admin support for the baby and childhood vaccination clinics, including contacting patients who have not attend for vaccines or who require information regarding appointment times
- To assist the nursing team with Child immunisation clinics, adhering to surgery procedures and policies to ensure the smooth running of the clinic.
- Extract data for recalls, searches and returns and QOF
- Maintain registration links
- Set targets and monitor standards for data entry and data collection

Quality and Outcomes Framework (QOF) points for the practice, and support the LQM 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 for all elements of the contracts the practice holds with stakeholders.
- Using our clinical system to produce reports at set intervals or on an ad hoc basis.
- 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 Practice Manager ensuring that all relevant QoF related policies and SOPs are regularly updated and review dates clear and accessible
- Maintains a clear filing system for searches that enables relevant staff to view searches

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 organisations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required

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 supervision
- 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
QUALIFICATIONS		
Good general education	✓	
EXPERIENCE		
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		✓
KNOWLEDGE/SKILLS		
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	✓	
QUALITIES/ATTRIBUTES		
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	✓	
OTHER		
Flexibility of working hours/able to work at desired times	✓	
Car driver/clean licence - access to own vehicle	✓	