

## **Practice Services Administrator**

***Closing date: 30th June 2025***

***Three Chequers Medical Practice is looking for an organised, methodical and highly motivated individual to join our team.***

***Location: Salisbury City Centre***

Three Chequers Medical Practice are seeking a highly organised and detail-oriented Practice Services Administrator to join our team. The successful candidate will be responsible for ensuring that all clinical coding within patient records is up to date and accurate in a timely, safe and efficient manner. They will be required to build and run reports within the clinical system to identify activity for reimbursement. The successful candidate should ideally have experience with working in an administrative environment and have strong IT skills with a good knowledge of the Microsoft Suite.

This is an exciting new role suited for an individual who has experience dealing with data and has a keen eye for detail. The post holder will work closely with the Practice QOF Lead to monitor the Practice QOF performance /achievement. They will feel comfortable conducting data quality audits to ensure coding for additional services has been accurately recorded.

The successful applicant should be a team player who can use their initiative to prioritise their workload and work to agreed timescales. They should be flexible and adaptable in their approach, and have excellent communication and interpersonal skills when dealing with colleagues face to face, by email or telephone.

This is a part-time position (minimum of 30 hours), but for the right candidate we would consider a full-time contract between the hours of 8.00am and 6.30pm, Monday – Friday. Successful applicants would be joining our team of Administrators who work within our City Centre sites.

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

All new employees will receive a detailed induction programme and the opportunity to meet the departments working in Three Chequers

Our employees have exclusive access to our comprehensive Employee Assistance Programme (EAP), which offers a full range of 24/7 support, including mental health services such as mental health support, financial wellbeing and debt management, coping with bereavement and loss and much more

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

Opportunities for career development and progression

Staff training and away days

NHS Pension

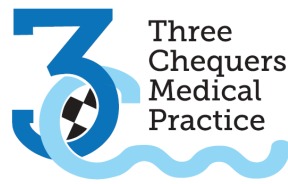
### ***How to apply:***

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:**

Practice Services Administrator

**Job Responsibilities:**

- To ensure that all clinical coding is completed in a timely, safe and efficient manner ensuring that medical records are up to date and accurate
- Work to the practice policies, standards and guidance
- To build and run searches/reports within the clinical system to identify activity requiring reimbursement.
- Conduct retrospective data quality audits to ensure accurate coding of additional services.
- Prepare monthly, quarterly and yearly audits and data submissions as requested by the management team.
- To understand and provide guidance to clinical staff and administrative staff (if required) on the correct coding of any new contractual information or requirements relating to Enhanced Services/IIF/QOF
- To work closely with the Practice's QOF lead to monitor performance against QOF targets.
- Creation and management of Standard Operating Procedures for all routine tasks
- In conjunction with the management team evaluate current ways of working and take action to affect improvements. This will include tackling organisational change issues and communicating decisions.
- Ensure service development and delivery in accordance with local and national guidelines and be responsible for sharing improvements and changes across the team.

**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 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

**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

**Personal and 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
- Demonstrating skills and activities to others who are undertaking similar work and maintain a personal record of personal development
- Sharing knowledge and good practice from outside learning within the wider team
- Working with management on any new training requirements
- Assess own performance and take accountability for own actions, either directly or under supervision
- Effectively manage own time , workload and resources

**Quality:**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- 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
- Adhering to Practice dress policy

**Equality:**

The post holder will support the equality, diversity and rights of patients, carers and colleagues to include-

- Performing in a way that recognises the importance of people's rights, interpreting then 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
- Behave in a manner which is welcoming to and of the individual, is non-judgmental and
- Respects their circumstances, feelings priorities and rights.

**Communication:**

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

- Communicate effectively with other team members in a timely and professional manner
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

**Other duties:**

To carry out other duties that are required within the role as it evolves within the development of the organisation

**Flexibility:**

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:** .....

**Line Manager:** .....

**Date:** .....

## Job Specification

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>		
Good general education	✓	
<b>EXPERIENCE</b>		
Experience of SystmOne clinical system		✓
Experience of Primary Care		✓
Strong Knowledge of Clinical Coding	✓	
Experience of managing information, developing data bases and spreadsheets	✓	
<b>KNOWLEDGE/SKILLS</b>		
Excellent keyboard and computer skills including use of Microsoft Office	✓	
Demonstrate excellent communication skills, both verbally and written	✓	
An understanding, acceptance and adherence to the need for strict confidentiality	✓	
Be able to work calmly under pressure in order to manage an unpredictable workload and perform to tight deadlines	✓	
<b>QUALITIES/ATTRIBUTES</b>		
Ability to work without direct supervision and determine own workload priorities	✓	
Ability to work as part of an integrated multi-skilled team	✓	
Excellent attention to detail	✓	
Able to work in a changing environment	✓	
Ability to self-motivate, organise and prioritise own workload	✓	
Excellent timekeeping	✓	
To demonstrate commitment to Continuing Professional Development	✓	
<b>OTHER</b>		
Flexibility of working hours/able to work at desired times	✓	
Car driver/clean licence - access to own vehicle	✓	