

FISHERMEAD MEDICAL CENTRE

Patient Care Coordinator / Administrator

Monday – Friday

This is an exciting opportunity for an experienced primary care administrator who is enthusiastic, hard-working and motivated with a keen eye for detail.

You will be joining our dedicated, supportive team delivering high quality healthcare services to our patients.

The role will be cross departmental practice working with admin / secretarial responsibilities, document processing workflow, eRS worklists, estates protocols whilst also being part of our existing reception team. You will be working closely with all clinical and administrative primary care professionals. Redefining and implementing new patient services and managing patient caseloads. Liaising with Care Co-Ordinators across the PCN. You will be supporting patients with their personalised care and health monitoring requirements making sure that appropriate support is made available to them and their carers and ensuring that their changing needs are addressed.

Hours: 30 – 37.5 hours per week (between the hours of 07.00 – 18.45) with the possibility of further hours to cover annual leave or sickness

Salary: Dependent on experience

NHS Pensions scheme

You

Have 7+ years experience in primary care as reception / administrator

Have 7+ years of SystmOne experience

Be familiar with ME and MCCD protocols

Experience with QOF, IIF, PCF, read coding and summarising essential

Be able to demonstrate excellent Microsoft Office skills especially Excel, Word, Outlook

Be enthusiastic, motivated, resourceful and flexible, and an excellent communicator and team player

Be confident to communicate and liaise across the practice and wider Primary Care Network

Demonstrate good problem solving and decision-making skills encompassing excellent organisational and multi-tasking skills

Support patients with their personalised care requirements, resolve queries in a caring, helpful and efficient manner

Send CV and letter of application to sally.poulton@nhs.net

For any additional information please contact

Sally Poulton on 01908 609240

Closing date for applications is 23rd May, 2025