

## **Job Description**

Job Title: Quality & Outcomes Framework (QOF) Administrator

Reports to: Practice Manager /Admin Manager

### **Job Summary**

- 1) Working alongside the allocated QOF GP :
  - Carry out agreed processes to ensure QOF targets are met in line with expectations.
  - Maintain patient recall system in line with practice agreements.
- 2) Maintain patient information and Read Codes as appropriate
- 3) Undertake clinical searches and interrogate data as appropriate
- 4) Submit information required for audit and / or action by other NHS agencies
- 5) General office duties

### **Main Duties / Key Tasks**

- 1)
  - Monitor and maintain patient call and recall systems for QOF in general, specifically Asthma & COPD, Cancer, Mental Health, Dementia and Learning Disabilities
  - Set-up mail merge and print or e-mail letters to patients
  - Interrogate QOF data to ensure targets are met
  - Inform QOF GP Lead of any areas of concern
  - Inform QOF GP Lead of any areas within QOF where processes could be improved.
- 2)
  - Inputting change of address details
  - Adding new patient and temporary patient registrations to the clinical system
  - Actioning deceased patients on the clinical system
  - Read Coding information into the practice clinical system
  - Registration Links – Resolving errors (ICM)
  - Flu Clinic administration
  - Maintaining Expectant Mums and New Baby registers
  - Penryn Campus planning
  - Maintain recalls for smears, coils and implants
  - Palliative Care updates

3)

- Establish and maintain Child Safeguarding Register. Set up and review the protocol following CQC inspection, liaising with Safeguarding Lead. Ensuring Read Coding is appropriate for the level of concern.
- Establish and maintain Adult Safeguarding Register. Set up and review the protocol following CQC inspection, liaising with Safeguarding Lead. Ensuring Read Coding is appropriate for the level of concern.
- Establish and maintain the Learning Disability Register and set up new protocols with LD Nursing Lead
- Establish and maintain the Cancer Care Review register and set up new protocols with the CCR Nursing Lead
- Undertake weekly training sessions with the Admin Team to ensure everyone is up-to-date on any process changes
- Set-up protocols for all processes within the Admin Team.
- Review Admin Team protocols annually
- Establish and maintain a Transgender protocol with GP Lead. Ensure all Transgender patients are registered and updated in line with national guidance and practice protocol

4)

- Set up and run clinical searches
- Ensure accurate report output
- Interrogate data for audit purposes
- Book 6 week baby check appointments

5)

- Undertaking breast feeding audit and monitoring
- Capitation information and returns
- Quarterly certificates
- Updating child health regarding vaccination status

6)

- Order stationery and NHS Supplies
- Report faults and concerns with the software and hardware to a Manager
- Ensure security of data at all times
- Respond to tasks from other staff members
- Respond to patient queries
- Contact the Registration Team as required

### **Administrational Staff Development**

- Ensure adequate staffing levels at all times for the admin/data input roles, including cover during staff holidays and sickness
- Identifying appropriate training courses and refresher training as required for the administration/data input team
- Training of all new administration/data input staff to agreed standards and ongoing review
- Deal with any problems with the administration/data input team
- Evaluate, organise and oversee administrative/data input staff induction and training and ensure that all staff are adequately trained to fulfil their role
- Develop and implement effective administration/data input staff appraisals and monitoring systems
- Support and mentor administrative/data input staff, both as individuals and as team members

## **Data Quality**

- Identify areas for development and enhancement of the clinical and other systems to ensure both ease of use and optimum data quality
- Design and run searches and reports as defined by the Partners and/or the Practice Manager
- To work with NHS England/Area Team to validate patient information, performing regular checks and quality audits.
- To be responsible for mapping patient information flows.
- To provide support and training for current and new staff ensuring that data quality guidelines are understood and adhered to.

## **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

## **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health and Safety Manual and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

## **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 recognises 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 as 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 and demonstrating skills for 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

### **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 and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

### **Contribute to the Implementation of Services:**

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work

Participate in audit where appropriate