

SWYDD DDISGRIFIAD

MANYLION Y SWYDD

TEITL SWYDD:	Derbynnydd/Gweinyddydd
Band:	2
Oriau Gwaith:	Yn unol â'r hysbyseb
Adran:	Tim Ardal y Dwyrain
Safle:	Meddygfa a reolir gan y Bwrdd Iechyd

TREFNIADAU SEFYDLIADOL

Yn atebol i: Rheolwr Practis

Yn Adrodd wrth: Rheolwr Practis

CRYNODEB O'R SWYDD

Pwrpas y swyddogaeth yw:

- Cynnig cymorth cyffredinol i dîm y feddygfa a chyflwyno delwedd bositif a chyfeillgar i gleifion ac ymwelwyr eraill, naill ai wyneb yn wyneb neu dros y ffôn.
□ Derbyn, cynorthwyo a chyfeirio cleifion i gael mynediad i'r gwasanaeth neu weithiwr proffesiynol gofal iechyd perthnasol mewn ffordd gwrtais ac effeithiol.
- Ymgymryd ag amrywiaeth o ddyletswyddau gweinyddol i gynorthwyo gyda rhediad llyfn y practice, gan gynnwys darparu cefnogaeth ysgrifenyddol a chlercyddol i staff clinigol ac aelodau eraill tîm y practis.
- Hwyluso cyfathrebu effeithiol rhwng cleifion, aelodau'r tîm gofal iechyd cychwynnol, gofal eilaidd ac asiantaethau gofal iechyd cysylltiol eraill.

DYLETSWYDDAU A CHYFRIFOLDEBAU:

Rhestrir dyletswyddau a chyfrifoldebau i'w hysgwyddo gan aelodau tîm gweinyddol y practis, a gallent gynnwys unrhyw un neu bob un o'r canlynol isod. Gall y dyletswyddau amrywio o dro i dro dan gyfarwyddyd yr Uwch Dderbynnydd / Rheolwr Practis, yn ddibynnol ar lwyth gwaith presennol neu ddatblygol y practis a lefelau staffio.

1. Cynnal a monitro system apwyntiadau'r practis.
2. Prosesu ceisiadau personol a dros y ffôn ar gyfer apwyntiadau, ymweliadau ac ymgynghoriad dros y ffôn a sicrhau bod galwyr yn cael eu cyfeirio at y gweithiwr proffesiynol gofal iechyd perthnasol.
3. Prosesu a dosbarthu post sy'n dod i mewn ac yn mynd allan
4. Derbyn negeseuon a throsglwyddo gwybodaeth
5. Ffeilio ac adfer gwaith papur
6. Prosesu ail-bresgripsiynau yn unol â chanllawiau practis
7. Mewnbynnu data cyfrifiadurol/dyrannu a chymharu; prosesu a chofnodi gwybodaeth yn unol â gweithdrefnau'r feddygfa.
8. Sefydlu cyswllt ac ymateb i ymholiadau am geisiadau gan gleifion, aelodau eraill o'r tîm ac asiantaethau a darparwyr gofal iechyd cysylltiol.
9. Clirio ac ailstocio ystafelloedd ymgynghori fel bo'r angen
10. Darparu cymorth clericio i staff y practis fel bo'r angen o dro i dro, gan gynnwys prosesu geiriau/data, ffeilio, llungopïo a sganio
11. Gwarchodwraig i gleifion benywaidd os a phan fo angen
12. Archebu, ail-archebu a monitro nwyddau swyddfa a chyflenwadau eraill
13. Darparu lluniaeth i staff ac ymwelwyr fel bo angen; a chadw'r gegin yn lân a thaclus
14. Cadw'r dderbynfa, hysbysfyrddau a dosbarthwyr taflenni'n daclus a diffwdan.
15. Ymdrin â'r rhestr ail-alw bob mis, gan sicrhau bod cleifion yn mynychu'r feddygfa ar gyfer apwyntiadau, profion gwaed, pelydr-x ayb.
16. Cynorthwyo gyda'r rhestrau ffliw, eryr a phwysedd gwaed, gan gysylltu â chleifion i ddod i'w apwyntiadau.
17. Cynnal system glinigol MT gyda chofrestru cleifion, didyniadau ac adroddiadau AAB
18. Yn gyfrifol am godio-darllen med 3 ac atgyfeirio carlam ar nodiadau cleifion

19. Dosbarthu post sy'n dod i mewn drwy wasanaeth dosbarthu/casglu bag glas y Bwrdd Iechyd
20. Ymdrin ag adalwadau sgrinio serfigol misol
21. Cadw'r sganio yn gyfredol pan fo angen
22. Argraffu'r ffurflenni profion gwaed ICE
23. Ymdrin â chanlyniadau labordy patholeg a rhoi gwybod i gleifion am eu canlyniadau
24. Nid yw'r disgrifiad swydd hwn yn rhestr gyflawn o'r holl dasgau, ond mae'n adlewyrchu prif gyfrifoldebau ac awdurdod y swydd.

Gofynion Cyffredinol

GALLU

Ar unrhyw adeg ni ddylai deilydd y swydd weithio y tu allan i lefel ddiffiniedig cymhwysedd. Os oes gan ddeilydd y swydd bryderon ynghylch hyn fe ddylai ei drafod gyda'i reolwr/goruchwyliwr ar unwaith. Mae gan weithwyr gyfrifoldeb i hysbysu eu goruchwyliwr/rheolwr os byddant yn amau eu gallu eu hunain i berfformio dyletswydd.

Gweithiwr Iechyd Proffesiynol Cofrestredig

Gofynnir i holl weithwyr y Bwrdd Iechyd Lleol y mae gofyn iddynt gofrestru â chorff proffesiynol, er mwyn iddynt allu gweithio o fewn eu proffesiwn, gydymffurfio â'u côd ymddygiad a gofynion eu cofrestriad proffesiynol.

Goruchwyliaeth

Lle mae'r sefydliad proffesiynol priodol yn gofyn am oruchwyliaeth, cyfrifoldeb deilydd y swydd yw sicrhau cydymffurfiaid â hyn. Os yw gweithwyr ag unrhyw amheuaeth am fodolaeth gofyniad fel hyn, dylai gael gair gyda'i Reolwr.

Rheoli Risg

Elfen safonol o swyddogaeth a chyfrifoldeb holl staff y BILI yw cyflawni swyddogaeth ragweithiol i reoli risg eu holl gamau. Mae hyn yn cynnwys asesu risg pob sefyllfa, cymryd camau perthnasol ac adrodd am bob digwyddiad, digwyddiadau bron a bod a pherygl.

Rheoli Cofnodion

Fel aelod o staff y BILI, mae deilydd y swydd yn gyfrifol yn gyfreithiol am yr holl gofnodion a gesglir, grëir neu a ddefnyddir fel rhan o'u gwaith o fewn y BILI (gan gynnwys iechyd cleifion, cyllid, personol a gweinyddol), pa un ai ar bapur neu gyfrifiadur. Mae cofnodion fel hyn yn cael eu hystyried yn gofnodion cyhoeddus, ac mae gan ddeilydd y swydd ddyletswydd gyfreithiol o hyder i ddefnyddwyr gwasanaeth (hyd yn oed ar ôl i weithiwr adael y BILI). Dylai deilydd y swydd ymgynghori gyda'u rheolwyr os oes ganddynt unrhyw amheuaeth am reolaeth gywir unrhyw gofnodion y maent yn gweithio gyda nhw.

Gofynion Iechyd a Diogelwch

Mae'n ddyletswydd ar holl staff y BILI i ofalu am eu diogelwch personol eu hunain ac eraill yr effeithir arnynt gan eu camau neu ddifaterwch. Mae gofyn i ddeilydd y swydd gydweithredu gyda rheolwyr i alluogi'r BILI i gwrdd â'i ddyletswyddau cyfreithiol ei hunan ac i hysbysu unrhyw sefyllfaoedd peryglus neu offer diffygiol. Rhaid i ddeilydd y swydd gadw at bolisïau rheoli risg, iechyd a diogelwch a pholisïau cysylltiedig y BILI.

Datganiad Hyblygrwydd

Amlinellir dyletswyddau'r swydd yn y swydd ddisgrifiad a'r fanyleb personol hyn a gellir eu newid o dro i dro drwy gytundeb ar y cyd.

Cyfrinachedd

Mae gofyn i ddeilydd y swydd fod yn ymwybodol bob amser o bwysigrwydd cadw gwybodaeth a gafwyd yn ystod ei ddyletswyddau yn gyfrinachol ac yn ddiogel. Bydd hyn yn cynnwys mewn sawl achos, mynediad at wybodaeth personol yn ymwneud â defnyddwyr gwasanaeth. Rhaid i ddeilydd y swydd drin pob gwybodaeth boed honno'n gorfforaethol, neu'n wybodaeth am staff neu gleifion mewn modd synhwyrol a chyfrinachol yn unol â darpariaethau deddf gwarchod data 1998 a pholisi'r sefydliad.

Hybu Amrywiaeth ac Urddas yn y Gwaith

Mae'r BILI yn ymrwymedig i hybu amrywiaeth ac urddas yn y gwaith. Mae'n cydnabod nad yw gwahaniaethu nac aflonyddwch yn dderbyniol a'i fod er budd y BILI a'r boblogaeth mae'n ei wasanaethu i ddefnyddio sgiliau'r gweithlu. Rhaid i ddeilydd y swydd gydymffurfio a chadw at y polisïau cyfleoedd cyfartal ac urddas yn y gwaith.

JOB DESCRIPTION

JOB DETAILS

Job Title:	Receptionist / Administrator
Band:	2
Hours of Work:	As per advert
Department:	East Area Team
Base:	Health Board Managed Practice

ORGANISATIONAL ARRANGEMENTS

Accountable to: Practice Manager

Reporting to: Practice Manager

JOB SUMMARY

The purpose of the role is to:

- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of secretarial and clerical support to clinical staff and other members of the practice team
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies

DUTIES & RESPONSIBILITIES

The duties and responsibilities to be undertaken by members of the practice administration team may include any or all of the duties listed below. Duties may be varied from time to time under the direction of the Senior Receptionist/Practice Manager dependant on current and evolving practice workload and staffing levels.

25. Maintaining and monitoring the practice appointment system
26. Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional
27. Processing and distributing incoming and outgoing mail
28. Taking messages and passing on information
29. Filing and retrieving paperwork
30. Processing repeat prescriptions in accordance with practice guidelines
31. Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures
32. Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers
33. Clearing and Re-stocking consulting rooms as required
34. Provide clerical assistance to practice staff as required from time to time, including word/data processing, filing , photocopying and scanning
35. Chaperone female patients as and when required
36. Ordering, re-ordering and monitoring of stationary and other supplies
37. Provision of refreshments for staff and visitors as required; and keeping the kitchen area clean and tidy
38. Keeping the reception area, notice boards and leaflet dispensers tidy and free from obstructions and clutter.
39. Dealing with the recall list each month, ensuring that patients attend the surgery for appointments, blood tests, xrays etc

40. Assisting with the flu, shingles and blood pressure lists, contacting patients to come in for appointments
41. Maintaining the GP clinical system with patient registrations, deductions and A&E reports
42. Responsible for read-coding of med 3 and fast track referral onto the patient notes
43. Sorting out the incoming mail from the Health Board blue bag delivery/collection service
44. Keeping the scanning up to date as and when required
45. Dealing with the path lab results and informing patients of their results
46. This job description is not an exhaustive task list, but reflects the main areas of responsibility and authority of the post

GENERAL REQUIREMENTS

Competence

At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their manager/supervisor. Employees have a responsibility to inform their supervisor/manager if they doubt their own competence to perform a duty.

Registered Health Professional

All employees of the LHB who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

Supervision

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If employees are in any doubt about the existence of such a requirement they should speak to their Manager.

Risk Management

It is a standard element of the role and responsibility of all staff of the LHB that they fulfill a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management

As an employee of the LHB, the post holder is legally responsible for all records that they gather, create or use as part of their work within the LHB (including patient

health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and the post holder has a legal duty of confidence to service users (even after an employee has left the LHB). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

Health and Safety Requirements

All employees of the LHB have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the LHB to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the LHB's risk management, health and safety and associated policies.

Flexibility Statement

The duties of the post are outlined in this job description and person specification and may be changed by mutual agreement from time to time.

Confidentiality

The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information whether corporate, staff or patient information in a discreet and confidential manner in accordance with the provisions of the data protection act 1998 and organisational policy.

Promoting Diversity and Dignity at Work

The LHB is committed to promoting diversity in employment and dignity at work. It recognises that discrimination and harassment is unacceptable and that it is in the best interests of the LHB and the population it serves to utilise the skills of the total workforce. The post holder must comply with and adhere to the equal opportunities and dignity at work policies.

