



danetre**medical**practice
Working together for better healthcare

2025

Telephone Patient Services Advisor Job Description & Person Specification



Practice Manager – Jo Gilford

Senior Partner - Dr Judith Viira

**Patient Services Manager –
Karen Danvers**

Danetre Medical Practice

September 2025



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An excellent opportunity has arisen for 2 x part time Telephone Patient Services Advisors to join a friendly and busy GP Practice. The successful candidates will assist in offering general assistance to the Practice Team and project a positive and friendly image to patients and other visitors via the telephone. The post holders will receive calls, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

The post holders must be motivated and enthusiastic and have excellent communication, organisational and IT skills and be able to work well under pressure. Previous experience in working in a Contact or Call Centre/GP surgery would be an advantage, however training would be provided to the suitable candidates.

The role would require the candidates to be flexible, and be willing to work mornings, afternoons and evenings, plus holiday and sickness cover.

What we will offer you in return:

- Flexible Working
- Generous Annual Salary
- NHS Pension Scheme
- 25 days Holiday a Year (pro rata) plus 1 days Birthday leave
- A good working environment. - The practice itself is located in close proximity to Daventry Town centre in a modern building adjoining Danetre Hospital a community hospital which opened in September 2006.
- Canteen on site
- Also adjacent to the Practice operating independently is Kiddie Care Day Nursery & Boots Chemist

Job Description

JOB DETAILS

TITLE:	2 x part time Telephone Patient Services Advisor
HOURS OF WORK:	Contractually 8.00am to 8.00pm Monday to Sunday, these positions are currently being advertised to cover Monday – Friday 8:00am till 6pm
SALARY	£12.21 p/h
DIRECT REPORT TO:	Patient Services Manager
IN-DIRECT REPORT TO:	Practice Manager
DATE:	September 2025

ABOUT US

The current list size of Danetre Medical Practice is approximately 12,800. Any increase over the last ten years has been due mainly to; natural change (more births than deaths); building development within Daventry itself and more recently migration from the rest of the UK and overseas. The boundaries of the Practice show we are large in terms of geographical size, with the majority of the land classified as rural.

The practice itself is located in close proximity to Daventry Town centre in a modern building adjoining Danetre Hospital (a community hospital which opened in September 2006) offering a wide range of services and delivering a high standard of care. Also attached to the Practice operating independently is Boots Chemist.

Currently the practice works with 5 x GP partners, 1 x Managing Partner, 5 x salaried GPs, 3 x Practitioners, 3 x Clinical Pharmacist and Pharmacy Technician and over 300hrs of Clinical nursing support.

ADDITIONAL INFORMATION

The post holder holds a position of importance, being the crucial link between the doctors, staff and patients.

Full training will be given in all aspects of the job.

Telephone calls are monitored and used for training purposes and to accurately record patient and GP information

You may be required to wear a uniform and name badge, for which an allowance may be provided.

You will be expected to attend regular staff meetings. The meetings provide an opportunity to discuss matters arising from the job and can be used for in-house training.

The post holder will be expected to deliver a high quality, diverse, patient centred service between the hours of 8:00am and 6:30pm

JOB PURPOSE

To work as part of a team delivering a first class, professional patient service, using a range of communication and administrative methods, to ensure that where possible patient enquiries are resolved at the first point of contact.

KEY RESPONSIBILITIES

GENERAL

- To work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures whilst managing own workload to deliver the practice priorities.
- Be a multi-skilled operative and undertake duties as required and directed by the Team Leader in connection with the delivery of patient services:

Although the focus of the role will be to undertake activities as detailed the role will also be evolving as the balance of care shifts from hospital to general practice.

- Ensure a high quality service provision across the hours of operation ensuring an efficient hand-over between staff.
- Adhere to established procedures and agreed Key Performance Indicators to enable quality standards to maximise patient satisfaction.
- Support the development and implementation of technology and systems.
- Using a range of communication and administrative methods, ensure that where possible patient enquiries and complaints are resolved at the first point of contact.
- Using DMP's systems and databases enter, store and/or retrieve, summarise information as requested or otherwise necessary.
- Ensure that every consideration is given to patients and visitors at all times.
- Ensure regular attendance at Practice Development and training days and team meetings even if it means attending site when not on shift.
- Perform any other duties as requested by the Team Leader.

IT

- Ensure information governance standards are implemented and maintained

COMMUNICATION

- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Utilise communication skills to support patients to adhere to prescribed treatment regimens
- Anticipate barriers to communication and take action to improve communication
- Estimate and maintain effective communication with individuals and groups within the practice environment and with external stakeholders
- Act as an advocate when representing the patients' and colleagues' viewpoints

QUALITY

- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Participate in the maintenance of quality governance systems and processes across the Practice and its activities
- Utilise the appraisal/audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Support and participate in shared learning across the practice and wider organisation
- Participate in the performance monitoring review of the team, providing feedback as appropriate

TEAMWORKING

- Understand own role and scope in the organisation and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery
- Participate in team activities that create opportunities to improve patient services
- Participate in and support local projects as agreed with the practice management team

ADDITIONAL RESPONSIBILITY

- Recommend and implement changes to improve the efficiency of the practice and undertake such additional duties as may become necessary from time to time to ensure the smooth running of the practice
- Attend training courses identified as essential or beneficial to the role and take responsibility for identifying own learning needs
- Ensure all significant events are reported and discussed as appropriate and facilitate a full understanding of clinical governance requirements within the practice

KEY WORKING RELATIONSHIPS

- | | |
|------------------------|--------------|
| • Management Team | Partner GP's |
| • Staff and clinicians | Patients |
| • Associated staff | |

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce.

Information Governance is a framework to enable the Practice to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.

CONFIDENTIALITY

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 AND SAFETY

The post holder will be required to comply with the duties placed on employees of the Practice as set out in the Health and Safety at Work Policy and related procedures.

The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

TECHNOLOGY

- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act
- Comply with computer based information requirements
- Be computer literate in Microsoft Office Package

EQUALITY AND DIVERSITY

- The Practice has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.
- The Practice is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that all users of its services are treated according to their needs.
- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers, participate in care and refuse care. Assist patients from marginalised groups to access quality care

REHABILITATION OF OFFENDERS ACT 1974

This post is not exempt from the provisions of the Rehabilitation of Offenders Act 1974. Therefore the post holder is required to disclose any spent convictions.

***THIS JOB DESCRIPTION IS SUBJECT TO CONSTANT CHANGING NEEDS
WITHIN THE WORK SITUATION AND WILL BE REVIEWED ANNUALLY IN
CONSULTATION WITH THE POST HOLDER***

Person Specification

- GCE/GCSE/NVQ level 2 or equivalent; or detailed patient services knowledge
- Must have customer/patient care skills and have worked in a customer/patient facing environment, ideally in a Contact/Call Centre
- Experience of using web chat applications would be advantageous
- Demonstrable good written and verbal communication skills
- Ability to compile and analyse statistical information
- Experience of working with CRM/clinical systems such as Systm1 would be desirable
- Ability to remain calm when dealing with difficult or distressed people
- Experience of dealing with a high volume of calls, some of which may be challenging in nature
- Commitment to health and safety, equal opportunities and anti-discriminatory practices in employment and service provision
- Understanding of the needs for confidentiality and compliance with service regimes
- Ability to work on own initiative and as part of a team.
- Experience of working in a fast paced public sector/healthcare environment would be advantageous
- Excellent organisation skills required along with ability to prioritise and work to very high standards of performance
- Able to think ahead and anticipate issues
- Ability to be assertive, but polite and patient
- Competence in Microsoft Office packages (Outlook, Word, Excel)