

# Leeds Student Medical Practice



## Job Description and Person Specification

### Administrator

Thank you for your application for the position of Administrator at Leeds Student Medical Practice

Please find enclosed the following documents for your interest;

- Practice Profile
- Job description
- Person specification

Further information about the practice can be found on our web site

[www.leedsstudentmedicalpractice.co.uk](http://www.leedsstudentmedicalpractice.co.uk)

Yours sincerely

Vanessa Hails  
Practice Manager

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[www.leedsstudentmedicalpractice.co.uk](http://www.leedsstudentmedicalpractice.co.uk)

## Practice Profile

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Leeds Student Medical Practice currently has more than 43,000 registered patients, the majority of whom are students at universities and colleges in Leeds. The practice has grown steadily over the last 21 years.

The primary reason for our growth is the steady expansion of student populations in Leeds. In the last few years we have seen a rise in international students due to changes in recruitment policies by educational establishments. More than 30% of our patients are now from countries outside the United Kingdom (from almost 100 different countries).

As you would expect the age distribution of our population is rather different to an average general practice, 75% of our patients are aged between 17 and 25. This population skew has a strong influence on the type of health care we provide, with particular emphasis on contraception, sexual health, mental health, dermatology, diabetes, and asthma. We have also introduced services specifically tailored to the needs of our students, including nurse-led triage and sexual health clinics along with Mental Health Workers employed by the practice.

The Practice has over 20 GPs, supported by over 40 personnel including; 17 Practice Nurses and Healthcare Assistants, Receptionists, Secretaries, and a management team. We have the usual range of attached community personnel, including midwife, and health visitor, but also have specialist personnel providing in-house treatment for our patients, including mental health workers and physiotherapists.

We are a GP Training Practice and also train local health professionals in contraceptive and sexual health towards national qualifications. We are an Advanced Training Practice Hub, coordinating the placements of student nurses in practices throughout the area, we have up to four nursing students at a time on placement at the practice through the year. We also train Physician's Associates.

Our premises were purpose built in 1999, and include a three-bed day-resting facility for patients who are too ill to be cared for in their University accommodation, but not ill enough to require hospital admission. Sickbay is open during surgery hours, University term time only and is run by trained staff who work closely with the practice GPs.

We have good links with the University of Leeds and the Student Union, and continually work to strengthen this relationship. The University and Union provide convenient and effective means of keeping patients informed of developments within the Practice, the NHS in general and as a channel for feedback from the student population.

We are actively involved in Clinical Commissioning and one of the partners has been elected onto the board of the Leeds West Clinical Commissioning Group and another is a board member of Leeds West Primary Care Network.

Registration Week is a term used in the Practice to refer to the period when new students start in mid-September. This represents an incredibly busy time for the Practice and a key part of our year. In 2017 we implemented a new 'online' Registration process, which has been very successful.

We aim to provide a high standard of service to our population and have worked hard to improve access, this has resulted in a four-star rating on NHS Choices and at our recent CQC inspection we achieved an outstanding rating.

## **Job Description – Administrator**

<b>Post Title:</b>	Administrator
<b>Hours:</b>	Full time, permanent, 37 hours per week
<b>Salary:</b>	Grade 4 (£16, 611 - £21, 420)
<b>Accountability:</b>	Practice Manager

We are offering an excellent opportunity for a reliable and flexible individual to join our practice as a Specialist Administrator. Previous experience in a GP surgery is an advantage but not essential. Accomplished IT skills are essential.

You will be a team player, willing to learn and looking for a fresh and rewarding challenge. In return you will receive ongoing personal development and training opportunities.

### **Summary of the role:**

- The duties and responsibilities to be undertaken may include any or all of the items in the following list:
  - Working as a multi-disciplinary team member, supporting provision of high quality care to patients, carers and families registered at LSMP
  - Supporting the Practice Manager, Locality Manager, Lead Nurse and Reception Lead with administrative duties relating to their teams
  - Liaising with teams in the practice to ensure clinics are appropriately covered
  - Utilise a range of skills including IT skills, problem solving skills and time management skills to prioritise workload and practice requirements
  - Providing Administrative support for Sexual Health Training and Courses at LSMP
  - Patient Participation Group
  - LSMP Social Media
- Duties may be varied from time to time under the direction of the Practice Manager, Locality Manager or Partners, dependent on current and evolving practice workload and priorities.

### **Main Duties and Responsibilities**

- Work within practice guidelines, policies, protocols and procedures, reporting outcomes to appropriate staff so service delivery can be monitored and improved where necessary
- Maintain effective communication with other members of practice staff and members of the multi-disciplinary team ensuring information is shared appropriately and as necessary
- Protect and maintain patient records to the agreed practice standard and in accordance with professional record keeping standards
- Organise and prioritise own workload, ensuring any problems are communicated
- Develop the role by using evidence based practice and continuously improve own knowledge and keeping up to date with mandatory training

- Participate and contribute to the various LSMP meetings as required
- Undertake additional duties when required

Responsibilities	Action Required
Sexual Health Training and Courses at LSMP	<ul style="list-style-type: none"> <li>• Producing termly rota for Contraception and Sexual Health (CASH) training at LSMP</li> <li>• Organise CASH Courses at LSMP</li> <li>• Promote the training, take bookings, process payments and manage trainee paperwork</li> <li>• Liaise with trainees as required, ensuring professionalism is maintained at all times</li> <li>• Produce all course administration and ensure this is kept up to date</li> <li>• Ensure the courses and training runs smoothly</li> <li>• Liaise with pharmaceutical suppliers and arrange sponsorship for courses/events ( eg Durbin, Bayer, MSD, Pfizer, Consilient)</li> <li>• Organise, prepare for and minute meetings as directed by team leaders</li> <li>• Monitor LARC team action points and work streams</li> <li>• Produce reports as required</li> <li>• Prepare funding bids as required</li> <li>• Undertake audits as required</li> <li>• Manage email distribution group</li> <li>• Produce weekly CASH on call rota</li> <li>• Check implant prescriptions weekly</li> <li>• Keep up to date with 'Research Ready' training</li> <li>• Ensure LSMP website is up to date</li> <li>• Ensure LARC paperwork is filed and stored as appropriate in LARC cabinet</li> <li>• Manage communication (both internally and externally) as part of the Practices contract for delivery of Long Acting Reversible Contraception, dealing with data collection and submission, working alongside the LSMP GP Partner lead for Sexual and Reproductive Health</li> </ul>
Rota management administration	<ul style="list-style-type: none"> <li>• Taking minutes of Access management meetings</li> <li>• Monitor Actions from Access management meetings</li> <li>• Support Lead Nurse with Rota, including nursing students as part of Advanced Training Practice</li> </ul>
Supporting the Practice Manager, Locality Manager, Lead Nurse and Head of Reception	<ul style="list-style-type: none"> <li>• Undertake administrative tasks as required</li> <li>• First point of contact for visitors</li> <li>• Taking minutes of meetings as appropriate</li> </ul>
Patient Participation Group	<ul style="list-style-type: none"> <li>• Maintain patient participation through the 'Facebook' site</li> <li>• Organise a 'face to face' meeting once per term and develop agendas with Practice Manger, Lead Partner, Lead Nurse and CCG</li> <li>• Minute meetings and follow up any actions as</li> </ul>

	<p>required</p> <ul style="list-style-type: none"> <li>• Ensure all posts are responded to and the Practice Manager is aware of comments made by patients</li> <li>• Work to expand the group and maintain members - recruitment drive following registration time</li> <li>• Promote the training opportunities available to PPG members</li> </ul>
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## Other

It is important that all members of staff are prepared to take on additional duties or relinquish existing duties to maintain the efficient running of the Practice. The Practice Manager and Partners reserve the right to re-distribute duties and functions amongst members of staff from time to time and requests for such changes shall not unreasonably be refused.

The post-holder will work within a multi-disciplinary team. The emphasis is always to provide a quality service based upon a team approach. The post holder must be aware of their behaviour at all times and the effect that may have upon their colleagues who work alongside.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to A level or equivalent</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Ability to communicate at all levels; written and verbally</li> <li>• Ability to convey information in a manner which can be understood by all</li> <li>• Ability to plan and prioritise work</li> <li>• Ability to understand and work with confidential information</li> <li>• Ability to meet deadlines</li> <li>• Ability to coordinate and assimilate information</li> <li>• Report writing skills</li> <li>• Ability to organise work, in order to manage multiple projects simultaneously</li> <li>• Ability to work within a team</li> <li>• Ability to work under pressure</li> <li>• Ability to work independently without close supervision</li> <li>• Attention to detail</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an office environment</li> <li>• Experience of using MS Office products</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a Primary Care or other NHS environment</li> </ul>

<b>Other</b>	<ul style="list-style-type: none"><li>• Highly motivated</li><li>• Flexibility and adaptable</li><li>• Sense of humour</li><li>• Ability to work in a pressured environment</li></ul>	