

Job Title	Patient Support Coordinator
Temporary / Permanent	Permanent
Salary	£14.40 per hour
Hours	25 hours per week / 27.5 hours per week
Reports to	Practice Manager
Line Management responsibilities	None
Location	Berinsfield Health Centre
<p>Overview of the Role</p> <p>The Patient Support Coordinator plays a crucial role within the multi-disciplinary Practice Support Team. They provide proactive, efficient, and effective support to both internal and external stakeholders. The coordinators are essential in ensuring seamless communication and collaboration across various teams and health partners.</p> <p>They are responsible for engaging with patients to understand their needs, ensuring everyone receives compassionate, personalised care of the highest quality. They work closely with internal teams and external health partners to coordinate care and services, securing patient well-being.</p> <p>Additionally, they assist the Practice Manager in overseeing administrative processes, delivery of key performance indicators, and maintaining high standards of customer service. They are also tasked with developing and continuously improving both new and existing business processes to ensure the practice operates efficiently and receives value for money.</p> <p>Patient Support Coordinators are expected to demonstrate caring, dedication, reliability, and a person-focused approach as outlined in the Employee Handbook. They enjoy working with a diverse range of people and are committed to providing high-quality support to patients, their families, and carers.</p> <p>They possess excellent written and verbal communication skills, strong organisational and time management skills, and are highly motivated and proactive with a flexible attitude. They are keen to work and learn as part of a team, committed to continuous improvement and professional development.</p> <p>The post holders are to ensure that patients receive the best possible care and support, contributing to the overall success and efficiency of the practice.</p>	

Responsibilities / Duties

- Acting as point of contact for patients, answering queries in person, by phone or email, triaging and booking appointments.
- Coordinate patient pathways by liaising with clinicians, community services and secondary care to track referrals and appointments.
- Maintain, audit and file patient records updating demographics, care plans, referrals, treatment notes and coding, and ensuring all paper and electronic documents are accurately filed.
- Manage immunisation clinics: schedule/confirm appointments, update CHIS and local registers, and accurately record vaccinations.
- Run clinical system searches and recalls, generate and send reminders for vaccines, screenings and chronic-disease reviews.
- Support in drafting and maintaining rotas that meet service demands and contractual obligations.
- Develop and refine practice processes producing best practice documents, training guides, induction packs and patient leaflets.
- Create and distribute patient communications for test results, clinic invites and service updates.
- Prepare agendas, take minutes and follow up on actions for practice-wide and governance meetings.
- Maintain up-to-date knowledge of health & safety and fire-safety protocols, ensuring team compliance.
- Adapt flexibly to changing practice needs support internal teams and external stakeholders as required.
- Undertake any other admin tasks or projects as directed by the Practice Manager.

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by the practice.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the practice.

Experience and Skills	On recruitment	After training
Excellent written and verbal communication skills in order to interact with patients, staff, and external partners.	✓	

Ability to actively listen, empathise with people and provide personalised support in a non-judgemental way.	✓	
Ability to explain complex information clearly and empathetically.	✓	
Ability to provide a culturally sensitive service supporting people from all backgrounds and communities, respecting lifestyles and diversity.	✓	
Strong organisational and time management skills to handle appointments, data management, and administrative tasks efficiently.	✓	
Ability to prioritise tasks and manage multiple responsibilities simultaneously.	✓	
Strong interpersonal skills to build rapport with patients, families, and colleagues.	✓	
Proficiency in using healthcare management software (e.g., EMIS, Docman) for data searches, patient records, and appointment scheduling.		✓
Proficient in ICT with strong skills in the Microsoft Office Suite, including Word, Excel and Outlook	✓	
Keen attention to detail, ensuring accurate data entry and meticulous record-keeping, maintaining the integrity of patient information and supporting effective care management.	✓	
Knowledge of GDPR, Caldicott principles and NHS confidentiality standards to safeguard patient information.		✓
Flexibility to adapt to changing needs and priorities within the practice and willingness to undertake a variety of tasks.	✓	
Commitment to providing high-quality administrative support and a positive experience for patients and internal stakeholders.	✓	
Ability to follow and lead on correct procedures to ensure a safe and productive working environment.		✓
Ensure compliance with health and safety protocols by maintaining up-to-date knowledge of relevant regulations and guidelines.		✓
Qualifications	On recruitment	After training
Good standard of education with English and Maths to GCSE (grades A-C / 9-4) or equivalent experience	✓	

Other Requirements

- Enhanced DBS check with both barred lists
- Ability to work flexibly, including the occasional evening and weekend