Bournemouth East Collaborative

Bournemouth East Collaborative, Primary Care Network

RECEPTION / ADMIN (CARE COORDINATOR)

BEC PCN TREATMENT CENTRE

Job Title: Reception/Admin (Care Coordinator), Bournemouth East Collaborative Primary Care Network

Contract Type: Permanent

Hours: *26 hrs p/w; Monday 13.00-18.00, Tuesday 08.00-17.00, Wednesday 08.00-13.00, Friday 10.00-18.00*

Salary: £13.24 per hour - *There is enhanced pay between 6:30pm to 8:00pm during the week and on Saturdays*

Location: BEC PCN Treatment Centre

Closing Date: 30 November 2026

About us!

Bournemouth East Collaborative Primary Care Network (PCN), situated on the stunning Dorset South Coast, comprises four like-minded practices working together in East Bournemouth, with a strong reputation on quality improvement and investing in its employees. The PCN serves a population of approximately 55,000 patients with a diverse demographic.

Practices part of the PCN are:

- Shelley Manor Medical Centre and Holdenhurst Road
- Littledown Surgery
- Beaufort Road Surgery
- Southbourne Surgery

The PCN is committed to developing, supporting, and sustaining a diverse workforce, representative of the community it serves. By working together with our different Network teams, we use our combined skills to provide a service that is joined-up, holistic, proactive, and personal for the patient.

We are lucky that all our practices are located close to the sea and open green spaces.

Our Network teams include:

- Enhanced Care Visiting team for frail housebound patients and those in care homes. The team includes visiting GPs, ANPs, Paramedic, Frailty Nurses, Care Coordinators, Clinical Pharmacist.
- BEC Urgent Care Treatment Centre working out of the Private Suite at Shelley Manor
- First Contact Physiotherapy Practitioner service.
- Digital Lead, Digital Care Coordinator, Digital Champions.
- Pharmacy team comprising of Clinical Pharmacists, Pharmacy Technicians and Care Coordinator.
- Mental Health practitioners.
- Health & Wellbeing Coaches and Social Prescribers within Help & Care team.

Bournemouth East Collaborative

The PCN has a vacancy for an enthusiastic, highly motivated and organised **Reception/Admin** (**Care Co-Ordinator) on a permanent, part time contract basis**, who has previous experience of working in a Healthcare setting, to work within our PCN teams including Pharmacy team support.

The Reception/Admin (Care Co-Ordinator) main role is to provide key administrative support to the PCN Teams and practices teams within the PCN, manage the reception desk, facilitate effective communication and support to our patients, and work closely with the PCN clinicians to co-ordinate a range of patient services following their appointment.

Also, this role will include cross cover between all PCN teams full training will be provided.

This role will require a **Standard DBS Clearance**. Should you have this certificate as part of the DBS subscription service, we would be happy to accept this providing the original is shown. Otherwise, you will be expected to complete a new application.

Job Summary

Our Reception/Admin (Care Co-Ordinator) team will offer general assistance to the clinical team who work within our PCN teams. Projecting a positive and friendly image to patients and other visitors, either in person or via the telephone.

The role will involve working closely with the PCN Pharmacy Team and other PCN Clinicians where required.

The job role will require excellent IT skills with all MS office, strong meeting notes dictation, analytical and strong organisation skills, as well as the ability to multi-task and be able to communicate with colleagues at all levels in a friendly and professional manner and demonstrate empathy and compassion to our patients.

Key role requirements

Care Coordinator:

Provide cover when required to our Enhanced Care Team, Pharmacy Team and Treatment Centre Team. This will include managing the care home phone, actioning tasks, monitoring email inboxes, booking appointments, weight loss letters, S1 ledgers and rotas.

- Creation and management of Pharmacy clinics.
- Pharmacy team planning across all Practice sites and Treatment Centre.
- Responsible for managing Pharmacy telephone calls in the office and dealing with queries.
- Take messages and relay information to the appropriate member of staff.
- Completion of audits under instruction (clinical or management).
- Online diary and searches for patient recalls.
- Taking minutes of team meetings.
- Supporting with any required actions from pharmaceutical alerts on Teamnet.
- Care home Pharmacist support, running required searches and producing reports.
- Supporting with medicines reconciliation from hospital discharges.
- Supporting with the synchronising of patient's medication when they are out of line.
- Providing cover for Treatment Centre reception desk when required under instruct from line manager.

- Manage any smartcard issues that should arise; unlock, changing passwords, adding roles etc. Manage any S1 issues that should arise; staff archived, amending ledgers as per management instruction.
- Request ICE access when required/managing any ICE issues for clinical staff.
- Proactivity moving/blocking appointments in incidence of reported absence for the Pharmacy Team via Treatment Centre telephone.
- Adding ICE requests on the system when required by Clinicians.
- Work as part of the Pharmacy team, proactively identifying and working with a cohort of patients to support primary care professionals in ensuring patients' clinical and personalised care requirements are met.
- Run regular clinical reports to identify specific cohorts of patients.
- Undertake Medication reconciliation from discharge summaries under the supervision of a Pharmacist/Pharmacy Technician.
- Diary management of the Pharmacy team & monitoring of the Pharmacy email account.
- Understand equality and diversity by respecting differing views and needs of patients and colleagues.
- Completion of DOAC & SMR booking; contacting patients directly to book appointments.
- Completion of weight loss letters.
- Ensure that patients have good quality information and are signposted to interventions and appropriate organisations to support them in their health and wellbeing.
- Develop relationships with other PCN teams including Pharmacy, Treatment Centre, social services and professionals in the wider health economy as required.
- Booking and management of respiratory appointments, catheter clinics and any other PCN wide clinics.
- Undertake PCN Hypertension pathway duties including booking appointment with patients, responding to tasks were required and liaising with healthcare professionals where appropriate.
- Maintaining resources on patient notice board.
- Conducting digital support where required, audits, NHS app support etc.
- To attend and contribute to staff meetings and development meetings constructively.

General:

- Establish and maintain excellent communication with colleagues across the PCN at all times and demonstrate empathy and compassion to our patients.
- Work autonomously across the PCN localities, when required and be aware of professional boundaries, roles, and responsibilities.
- Maintaining confidentiality and handling sensitive information.
- Ensure up to date written, electronic records and activity data are maintained in accordance with professionals' standards and are used for the purpose intended.
- Use alternative communication skills when required to ensure patients fully understand when receiving information.
- Participate in PCN and team meetings as and when appropriate.
- Plans and manages own workload in a flexible manner, ensuring deadlines are met and line manager has been notified of any issues.
- Cover absences within other PCN teams for Care Coordination work when required.

Reception:

To assist with: (this list is not exhaustive)

The duties and responsibilities to be undertaken by members of the Treatment Centre reception and administration team may include any or all the items in the following list. Duties may be varied from time to time under the direction of the PCN Operations Manager dependent on current and evolving practice workload and staffing levels.

- Maintain and monitor the Treatment Centre appointments system, using SystmOne.
- Undertake a variety of administrative duties to assist in the efficient and smooth running of the centre, including the provision of clerical support to clinical staff and other members of the centre team.
- Process personal and telephone requests for appointments, and telephone consultations and ensure patients are directed to the appropriate healthcare professional.
- Meet and greet patients in a friendly, courteous manner, ensuring they are recorded as arrived on SystmOne.
- Assist with telephone requests/queries in the appropriate way.
- Ensure patients are contacted prior to attending their appointment, to confirm attendance, location of the centre and therefore, reducing the risk of no shows and missed appointments. (SMS reminder.)
- Take messages and relay information to the appropriate member of staff.
- Processing and recording of information in accordance with Treatment Centre procedures.
- Update patient's personal details if requested to do so.
- Facilitate effective communication between patients, members of the primary health care team, PCN member practices and other associated Healthcare agencies when required.
- Keep the reception and administration area tidy and free from obstructions and clutter.
- Updating the patient information leaflets within the centre and ensuring notice boards in the waiting area are up to date.
- Report any untoward incidents such as complaints, as per company policies/procedures.
- To receive and assist patients who arrive at the centre, offering additional assistance to patients who may require support in reaching the waiting area from the ground floor.
- Monitor the waiting area and appropriately request for triages for patients who present with worsening symptoms.
- To adopt a proactive approach and deal with any issue relating to Reception which may arise.
- To remain courteous and professional in emotional circumstances.
- Chaperoning clinicians when requested (training provided).
- Ensure building security – have thorough knowledge of entrances, doors, windows, alarm and security procedures.

Skills and Experience - what we need from you:

Essential

- Previous administrative experience working in an NHS setting.
- Proficient IT, analytical and project planning skills
- Interest/experience in Digital technologies; public health, health inequalities
- Experience and good knowledge of Microsoft Office, Excel
- Good coordination, organisational and time management skills
- Ability to multitask, be a self-starter and take busy days in your stride.
- Demonstrate empathy and compassion for our patients.
- Strong communication in English, both written and spoken.
- High degree of accuracy with regard to patient correspondence/notes
- Ability to complete tasks to deadlines and to a specified standard.
- Ability to be flexible in approach to work.
- Ability to work without close supervision.
- The ability to work to a professional standard.

Desirable

- Good knowledge of SystmOne – Primary Care clinical and administrative system.
- Ability to undertake searches, construct reports and use other documentation for recording as necessary

Equality & 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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

The PCN is a friendly, flexible, forward thinking and a supportive Network.

Benefits include:

- Working with a friendly, encouraging, and supportive team
- CPD training courses
- Free parking on site
- Access to health service discounts online (Blue Light Card), where well-known brands offer discounts to NHS employees.
- NHS Pension Scheme

- Employee Assistance Programme
- Free flu jabs
- Network events
- Dedicated support for health and wellbeing for all PCN staff
- Staff friendly policies to support work-life balance.
- Cycle to work scheme (after successful probationary period)
- Staff events/functions

Equal opportunity

Bournemouth East Collaborative PCN is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. All applicants meeting the minimum criteria for the role will receive consideration for employment without regard to age, marriage or civil partnership status, gender, gender expression or gender identity, disability, race or ethnicity, religion or belief, sexual orientation, or veteran status.

Immigration Act 2016

All applicants will be asked to provide the required documented evidence of eligibility to live and work in the UK, prior to the interview. In completing this application, you are giving Bournemouth East Collaborative PCN permission to contact the Home Office/UKBA to establish your immigration status and eligibility to work at Bournemouth East Collaborative PCN.

Bournemouth East Collaborative PCN is not a Tier Sponsor.

Bournemouth East Collaborative PCN reserves the right to close this vacancy early should we receive sufficient applications.