

CHURCH LANE MEDICAL CENTRE
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Job Description

Job Specifics	
Job Title	Care Coordinator – Urgent Care
Hours per week	8am to 1.30pm - 27.5 hours per week
Responsible to	Reception Supervisor
Contract	Fixed term until 30/04/2026

MAIN PURPOSE OF THE JOB:

As a Care coordinator (Urgent Care) you will work as a vital part of the primary care network (PCN) multi-disciplinary team. You will be the key link to the patients who require urgent care; operating as a go to person to ensure that their experience is seamless, they are active decision makers in their own care, and that everyone involved is working together.

Working closely with the triaging clinician, you will ensure that all requests are dealt with promptly and ensure an outcome to every request has been recorded.

JOB RESPONSIBILITIES:

- Ensuring all appointment requests received via AccuRx are promptly added to the urgent care assessment list and that patients have been updated on how their request is being dealt with.
- Identifying non-appointment queries which can be dealt with by another member of the team.
- Making the assessing clinician aware of any “red flag” requests immediately.
- Liaising closely with the assessing clinician and the patient to arrange appointments either via telephone or text link; being sensitive to the patient’s needs.
- Work proactively to fill the early appointments on the rota first and have an overview of the rota in general terms to identify any days where there may potentially be less “red” triage appointments available.
- Alerting the clinician when requested photographs have been received from a patient to ensure a quick assessment.
- Working closely with the Reception Supervisor to make them aware of any issues during the morning clinic and also with the GPAs to book in any urgent bloods/ECGs to ensure that patient care runs smoothly.
- Dealing with any concerns from patients who have not heard back regarding the next steps. Taking the time to understand any concerns and offer empathy, reassurance and solutions.
- Making referrals to Pharmacy First via PharmRefer.

- Ensuring all AccuRx messages have had an outcome recorded.
- Extracting reports as requested to show outcomes and activities including both AccuRx reports and phone activity reports.
- Promoting and offering guidance and instruction to patients on the appointment booking system including showing them how to request appointments online.
- Helping the GP liaise with outside agencies, including arranging admissions
- Being accountable for ensuring all appointment requests on the assessment list have been actioned before 1.30 or a plan is in place for this to be done.
- Liaising with the Reception Supervisor and/or afternoon staff regarding any outstanding requests including those awaiting photographs.
- Work closely with the PCN and site staff including other Care Coordinators, Social Prescribers and the Over 75 Coordinator, referring patients to further support where appropriate.
- Working closely with the other Care Coordinators regarding vulnerable patients and those in Care Homes who may require additional care/home visits.
- Covering reception over lunchtime as needed including completing tasks and processing prescription requests.
- Flexibility to be able to provide additional afternoon cover on reception during periods of low staffing would be advantageous.

COMMUNICAITON

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment.
- 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.
- Anticipate barriers to communication and take action to improve communication.
- Maintain effective communication within the organisation and with external stakeholders.
- Ensure awareness of sources of support and guidance and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate

CONFIDENTIALITY

Under the Data Protection Act 2018 and (associated legislation for healthcare workers), the post holder must maintain the confidentiality of information relating to patients and staff. It is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is always kept secure.

Patients trust practice staff with personal and sensitive material in relation to their physical and mental health needs in confidence and have the right to expect that staff will respect their privacy and confidentiality.

In the course of carrying out the duties as a Paramedic Practitioner, the postholder may have access to confidential information relating to patients and their carers, practice staff and others.

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.

Any information relating to the above 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. This work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty.

Any unauthorised disclosure of confidential information will result in disciplinary action and may ultimately lead to dismissal.

DATA PROTECTION

Computer passwords must not be shared either between systems or users. The practice may monitor e-mail messages, any files stored on the networks or on equipment and usage of the Internet, NHS.net and computer systems, irrespective of whether these relate to practice or personal use.

Practice staff are legally responsible for all records gathered, created or used as part of their work within the practice and will remain the property of the practice. This includes patient, financial, personal and administrative records (paper based or digital).

All such records are considered public records and practice staff have a legal duty of confidence to all service users. The practice's Data Management Policy explains the correct management of records and relevant information. All practice staff have a responsibility to ensure information quality standards are achieved.

EQUALITY AND DIVERSITY

The postholder will support the equality, diversity and rights of patients, carers and colleagues. This includes recognising the importance of people's rights and interpreting them in a way that is consistent with practice procedures and current legislation;

- Show respect towards the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Actively promote equality and diversity and encourage colleagues to do the same.
- Direct staff as necessary to ensure compliance with practice policies in regard to acts of discrimination, irrespective of gender, age, marital status, disability, sexuality, race, colour, religion, ethnic or national origin.
- Support a zero-tolerance approach to bullying and harassment in all forms, and to lead by example.

SAFEGUARDING

The Practice is committed to safeguarding children, young people and vulnerable adults within its care. As an employee of the practice, you will be accountable for ensuring that you know how to respond to concerns for the safety of a child, young person or vulnerable adult and are expected to undertake the required mandatory training as required.

The practice works in partnership with key agencies to protect children, young people and vulnerable adults. You should be aware of your responsibilities detailed in the Safeguarding Children and Young People Policy, and for vulnerable adults in the Safeguarding Vulnerable Adults Policy.

CHAPERONE POLICY

Patients have the right to be assessed and examined in circumstances that allow them to be safe and for you to practice in a protected manner. The practice has a chaperone policy in place for any requests to have a consultation accompanied by an observer.

