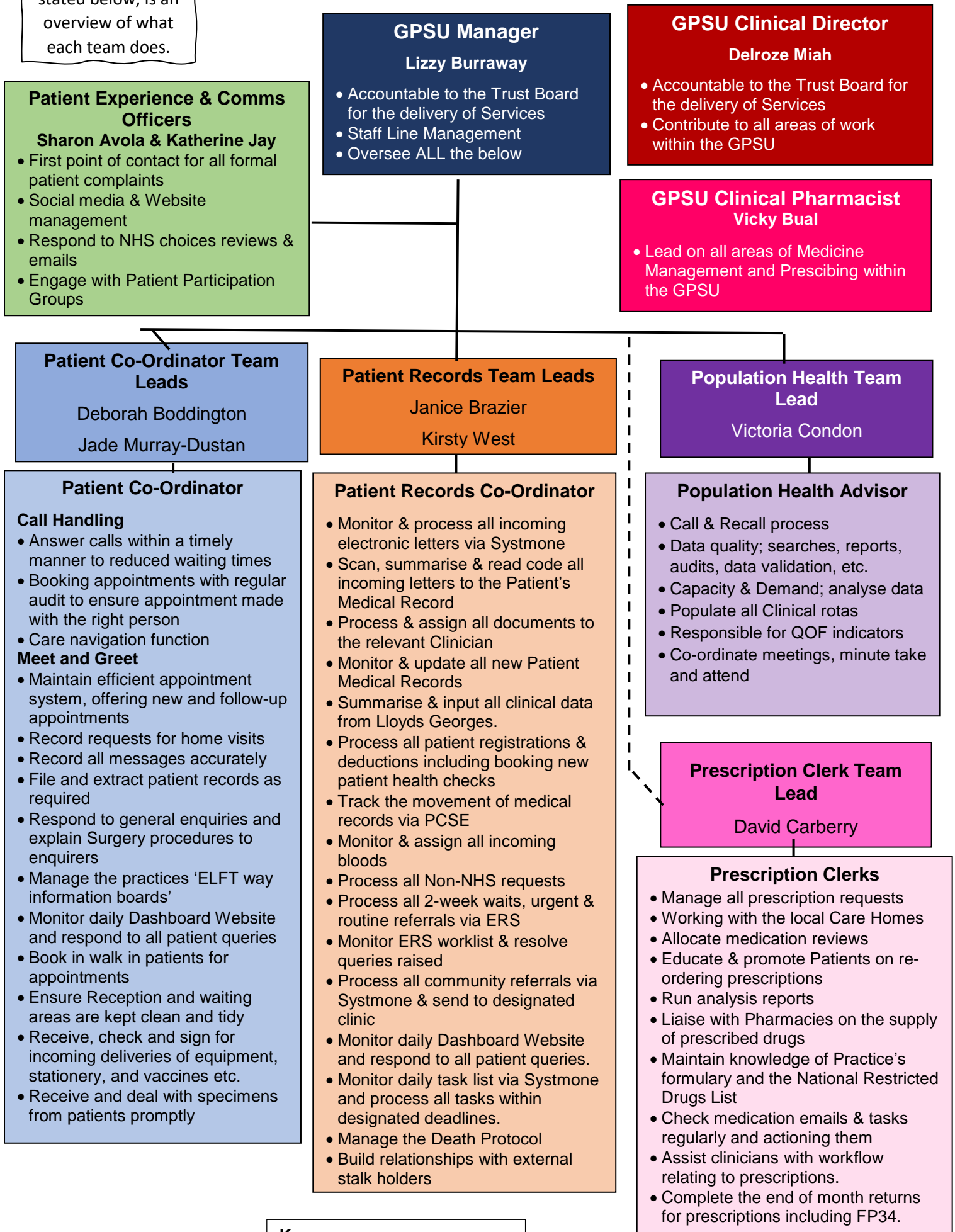


GP Support Unit Structure

Each description stated below, is an overview of what each team does.



GPSU Manager
Lizzy Burraway

- Accountable to the Trust Board for the delivery of Services
- Staff Line Management
- Oversee ALL the below

GPSU Clinical Director
Delroze Miah

- Accountable to the Trust Board for the delivery of Services
- Contribute to all areas of work within the GPSU

Patient Experience & Comms Officers
Sharon Avola & Katherine Jay

- First point of contact for all formal patient complaints
- Social media & Website management
- Respond to NHS choices reviews & emails
- Engage with Patient Participation Groups

GPSU Clinical Pharmacist
Vicky Bual

- Lead on all areas of Medicine Management and Prescribing within the GPSU

Patient Co-Ordinator Team Leads
Deborah Boddington
Jade Murray-Dustan

Patient Records Team Leads
Janice Brazier
Kirsty West

Population Health Team Lead
Victoria Condon

Patient Co-Ordinator

Call Handling

- Answer calls within a timely manner to reduced waiting times
- Booking appointments with regular audit to ensure appointment made with the right person
- Care navigation function

Meet and Greet

- Maintain efficient appointment system, offering new and follow-up appointments
- Record requests for home visits
- Record all messages accurately
- File and extract patient records as required
- Respond to general enquiries and explain Surgery procedures to enquirers
- Manage the practices 'ELFT way information boards'
- Monitor daily Dashboard Website and respond to all patient queries
- Book in walk in patients for appointments
- Ensure Reception and waiting areas are kept clean and tidy
- Receive, check and sign for incoming deliveries of equipment, stationery, and vaccines etc.
- Receive and deal with specimens from patients promptly

Patient Records Co-Ordinator

- Monitor & process all incoming electronic letters via Systmone
- Scan, summarise & read code all incoming letters to the Patient's Medical Record
- Process & assign all documents to the relevant Clinician
- Monitor & update all new Patient Medical Records
- Summarise & input all clinical data from Lloyds Georges.
- Process all patient registrations & deductions including booking new patient health checks
- Track the movement of medical records via PCSE
- Monitor & assign all incoming bloods
- Process all Non-NHS requests
- Process all 2-week waits, urgent & routine referrals via ERS
- Monitor ERS worklist & resolve queries raised
- Process all community referrals via Systmone & send to designated clinic
- Monitor daily Dashboard Website and respond to all patient queries.
- Monitor daily task list via Systmone and process all tasks within designated deadlines.
- Manage the Death Protocol
- Build relationships with external stalk holders

Population Health Advisor

- Call & Recall process
- Data quality; searches, reports, audits, data validation, etc.
- Capacity & Demand; analyse data
- Populate all Clinical rotas
- Responsible for QOF indicators
- Co-ordinate meetings, minute take and attend

Prescription Clerk Team Lead
David Carberry

Prescription Clerks

- Manage all prescription requests
- Working with the local Care Homes
- Allocate medication reviews
- Educate & promote Patients on re-ordering prescriptions
- Run analysis reports
- Liaise with Pharmacies on the supply of prescribed drugs
- Maintain knowledge of Practice's formulary and the National Restricted Drugs List
- Check medication emails & tasks regularly and actioning them
- Assist clinicians with workflow relating to prescriptions.
- Complete the end of month returns for prescriptions including FP34.

Key:
- - - - Not Direct Line Manager