



Patient Central Call Handler

Here at Priory Medical Group we can offer you:

- Certainty and security in your employment within one of the UK's biggest Healthcare Provider.
- Fulfilling and rewarding work that really matters, you really make a difference!
- An environment where we all act with kindness and compassion towards colleagues at all times
- An opportunity to develop call handling and customer service skills (supported by your colleagues) in your career that will last a lifetime.

What is a Call Handler in our Patient Central Team:

- We think the purpose of this job is pretty simple ... to provide 'the best' customer service ... every day ... every patient!
- As a Call Handler based in our Patient Central team, you are the voice of our Practice as you will be the first person many of our patients will come into contact with when booking their appointments.
- Not only do our patients need you to have a friendly telephone-smile and a reassuring demeanor ... you will need this in bucket loads!
- You should be comfortable (and enjoy) working in a call centre environment and we look for people with a warm, friendly, and approachable personality with a reassuring smile radiating in your telephone voice and manner.
- Follow a call guide prompted by our electronic triage system to make a patient care request on the system. This then allows the system and our clinicians to point the patient to the most appropriate clinician type i.e. GP, Nurse, a range of allied health care professionals and Health Care Assistant roles and care type i.e. appointment / phone call / prescription / text advice / referral etc.
- Ensuring calls are handled efficiently working towards the targets within the team and making a real difference to the patient experience not just the patient on the phone but the next patient in the queue needing our care
- Various administration duties generated by patient calls and any other administration work associated to the Patient Central team. To follow accurately and efficiently administrative processes and procedures

What we look for in your application:



Health. Care. Together.

<u>Essential</u>	<u>Desired</u>
Proven Team Player with pride in how you interact with colleagues and contribute to a positive enjoyable working environment	Proven background as an in-bound call handler in a healthcare environment
Professional pride in the quality of your work and relationship with customers / internal colleagues.	
Proven ability to adapt and react positively to change – we are constantly improving and evolving our ways of working.	
Excellent track record in a target driven customer service environment	
Proven ‘first class communication skills’	
Proven ability to comply and work to processes and procedures	
Competent in the use of PCs and IT systems	
Ability to adhere to strict confidentiality policies	
Absolute discretion with regards to patients and colleagues.	

Job title: Patient Central Administrator (Call Handler)

Working hours: Up to 35 Hours a week

We can be flexible on the number of hours/working days for the right candidate falling within our teams service hours;

Monday	08:00 -18:00
Tuesday	08:00 -18:00
Wednesday	08:00 -18:00
Thursday	08:00 -18:00
Friday	08:00 -18:00

Salary: **£18,135 pro rata salary + Company Pension**
Providing a fair share of cover:

Because our patients rely on the team to access the care they need, and because we as colleagues must be able to rely on one another, you will be required on occasion to work additional hours and/or days as necessitated by service needs. This is typically to cover planned / unplanned absence in the team and we help all we can to ensure those are comfortable and convenient for our team members as we well understand we have other commitments and our time away from any workplace is important to us all.



Location: Priory Medical Centre, Acomb

How to apply:

Please apply for this vacancy [click here](#) or by visiting www.jobs.nhs.uk and searching Priory Medical Group, York.

Selection for Interview

The Practice recognises that discrimination of any kind is both unlawful and would act as a barrier to finding the most talented individuals for our organisation. As such, our recruitment and selection procedures exist to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

A great deal of careful consideration has been invested in preparing the advert for this post based on the specification for this role and the person we are looking for. **Our selection for interview process is designed to ensure individuals are selected for interview on the merit of their application only.**

If you are applying through NHS Jobs, you will notice you are asked if you would like a guaranteed interview as part of the 'Two Tick' disability scheme. Whilst this is an admirable government initiative, please be aware we are not signed up to this scheme. This is a question on the NHS jobs application form which is outside of our own control. Our own process ensures we consider candidates on the merit of their application only and we do not ask any questions regarding a disability as part of our selection process. We only give candidates the opportunity to share information regarding any disability after candidates are invited to interview and only if the candidate feels they require adjustments in the interview process.