POLICY DOCUMENT

Policy Title:	Administration Services
Policy Group:	Administration
Policy Owner:	Director of Operations
Issue Date:	February 2023
Review Period:	36 months
Next Review Due	February 2026
Author:	C Hinton
Cross References:	Financial Accounting, Visiting, Safeguarding Adults and Children and Customer Care Policies, Reception Standard Operating Procedures manual, job descriptions
Evidence:	
How implementation will be monitored:	Routine supervision by Director of Operations and Reception Team Leader.
Sanctions to apply for breach:	Retraining, disciplinary action if required
Computer File Ref.	O:\risk management\Policies\Information Governance and Administration
Policy Accepted by MT	15th February 2023
Sign-off by CEO	

Statement of purpose:

This policy describes the scope, organisation and quality standards applicable to Administration Services. The Administration Team has an important role to play in terms of Hospital Risk Management including

- Creating a friendly, welcoming atmosphere for all, recognising that many, including patients and visitors may be feeling anxious.

- Security of persons and property by competent identification of visitors and alerting managers to issues of concern and ensuring safe custody of keys

- Facilitating internal and external communications, via telephone, email and post.

- Accurate and comprehensive information management through digital and non-digital means, including the routine handling of written records, recording of patient data, and managing patient records.

- Maintaining appropriate levels of confidentiality in all forms of communication, whether written, verbal, and electronic or by any other means.

- In all interactions, maintaining the Hospital's reputation as a provider of high quality healthcare services delivered by an organisation within and upholding the values of the Roman Catholic Church

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- Securing business for the hospital and its associates through careful booking of appointments, providing helpful and relevant information in response to enquiries and related issues
- Timely and effective resolution of operational problems arising in the Reception area

Policy Statement:

The component parts of service are:

1. Reception – covered by presence at Reception desk from Monday to Friday (except for Bank & Public holidays):

Sunday	No Reception cover
Monday	8am to 5.30pm
Tuesday	8am to 5.30pm
Wednesday	8am to 5.30pm
Thursday	8am to 6.30pm
Friday	8am to 5.30pm
Saturday	No Reception cover

   Duties include greeting, identifying and directing visitors, issuing visitors' badges, sorting and distributing post, dealing with general queries about hospital. Monitoring the whole Reception area in respect of cleanliness, tidiness and safety, caring for plants or flowers and magazines, brochures, notice boards etc.

2. Outpatient bookings – maintaining a booking service for Hydrotherapy, Physiotherapy and visiting consultants. Identifying patients on arrival and recording attendance and taking payment.

3. Security – ensuring the Reception and adjoining areas are secure at the end of the working day including checking lights, computer terminals and other electrical equipment. Setting telephone system into day or night mode and locking Front entrance doors. Monitoring fire alarm panel and supporting Fire Team leader in event of an emergency. Reporting to General Manager or Nurse-in-Charge on any matters causing concern.

4. Office equipment – being knowledgeable in use of all office equipment and provide support to other users.

5. Telephone service including message handling

6. Secretarial services including word processing, filing (paper and digital) and database management, providing support to Management Team members and medical staff including updating of doctors rota and arranging external ambulance bookings.

7. The Information Services Manager is responsible for liaison with IT contractors for hardware, network maintenance and software support, and for website maintenance.

8. The Accounts Team and the Human Resources Team form part of the overall Administration Team. Accounts staff (comprising the Payroll Administrator and the Accounts Administrator) are responsible with Reception staff for all routine accounting procedures and for the payroll function. The Human Resources Team, comprising the Human Resources Manager, Human Resources Officer and HR Assistants, is responsible for the Human Resources function.

9. The Learning & Development Lead is a member of the Administration Team, and is responsible for the administration of training. In the absence of the Information Services Manager, the Learning & Development Lead acts as deputy for the Information Services Manager and some aspects of IT and Information Governance.

10. The Ward Administrator & Clinical Administrator (Therapy) are members of the clinical team, and perform administrative functions on the wards, including maintenance of patient records, medical record storage, and archiving.

11. Organisational arrangements:

The team of administrative assistants who staff the Reception desk undertake a range of duties in general administration and are organised and supervised by the Reception Team Leader who is accountable to the General Manager. The Accounts Team is accountable to the Finance Manager and the Human Resources Team and The Learning and Development Lead are accountable to the Chief Executive. The Ward Administrator is accountable to the Director of Nursing Services.

Equipment
The Reception Team is responsible for the following equipment located at the front desk and in the Reception Office:
- 3 network workstations
- 1 all-in-one inkjet printer/scanner
- 1 laser printer
- 1 digital scales and list of post rates
- 1 laminator
- 1 streamline card payment machine
- 1 telephone switchboard
- 3 addition telephone handsets, including outpatients' line

Health and Safety

The main hazards to Health and Safety include:

- Use of Display Screen equipment – see Computer user risk assessment

- Repetitive strain injury – See Computer User risk assessment

- Verbal and physical abuse from members of the public – see Visitor risk assessment

- Slips trips and falls – see Risk Assessment

- Trailing Leads – see Risk Assessment

Audit Arrangements

No routine audit required at present. Implementation and effectiveness of policy to be reviewed at time of policy review.

Training Arrangements

All members of the Administration Team attend mandatory training appropriate to their role. For all administration staff this includes induction, IT induction, fire, safe manual handling, infection prevention and control, compliments and complaints, information governance, conflict management, safeguarding, health and safety risk assessment, whistleblowing and safeguarding children. Additional role-specific training is attended as required.

Review

This policy has been reviewed for overt or implied discrimination within the scope of the Hospital's policies on equality and diversity and none was found.

The policy will be reviewed triennially to ensure that the system described continues to provide an effective framework for managing administration services.

Procedures

Reception
Procedures Manual

See the Information Management and the Health Records Policies for detailed procedures

See Outpatient booking procedure in Administration procedure folder

Security – refer to Security Policy

Database maintenance – see guidance notes in Administration procedure folder

Telephone and related procedures - see guidance notes in Administration procedure folder

Fire and other emergency – see Fire Policy and procedure document