

PORT VIEW SURGERY

PATIENT ADVISOR

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	HOW ASSESSED
Knowledge and Skills	<ul style="list-style-type: none">▪ Good standard of education▪ General clerical skills▪ Computer literate▪ Ability to multi-task▪ Excellent interpersonal and communication skills	<ul style="list-style-type: none">▪ Knowledge of GP Practice working▪ Knowledge of medical terminology	<ul style="list-style-type: none">▪ Application/CV▪ Check at interview
Experience	<ul style="list-style-type: none">▪ Reception/Clerical experience	<ul style="list-style-type: none">▪ Previous NHS experience	<ul style="list-style-type: none">▪ Application/CV▪ Check at interview
Qualifications	<ul style="list-style-type: none">▪ GCSE standard or equivalent		<ul style="list-style-type: none">▪ Application/CV▪ Check at interview
Personal attributes	<ul style="list-style-type: none">▪ Approachable and motivated▪ Flexible and Efficient▪ Quick to grasp a point▪ Able to cope with pressure from patients and doctors▪ Maintain confidentiality at all times▪ Clean and tidy appearance	<ul style="list-style-type: none">▪ Ability to cope with distressing information	<ul style="list-style-type: none">▪ Check at interview