

Exciting Opportunity: Patient Services Advisor

Location: Thornhills Medical Practice, Kent

Hours: Part time. Flexible shifts (Mon–Fri, 5-hour shifts: 8am–1pm, 1pm–6pm, or 1:30pm–6:30pm). Occasional evenings/weekends required

Starting: September 2025

Salary: Competitive

About the Role

Thornhills Medical Practice is seeking a friendly and reliable Patient Services Advisor to join our team. You'll be the first point of contact for patients, helping them access the right care and supporting our clinical and administrative teams.

Key Duties Include:

- Welcoming and guiding patients to appropriate services
- Booking appointments and managing enquiries (in person, telephone and online)
- Assisting the clinical team with administrative tasks
- Liaising with external agencies and multidisciplinary teams
- General reception and admin duties

Requirements:

- Strong customer service background
- Excellent communication skills (oral and written)
- Ability to work well in a team and adapt to change
- Experience in a GP surgery is desirable

About Us

Thornhills Medical Practice is a GP training practice with a strong emphasis on high-quality patient care, education, and personal development. We serve approximately 14,800 patients and are proud of our happy, reliable, and forward-thinking team.

How to Apply

To learn more about the practice and this vacancy, please visit our website:

www.thornhillsmedical.nhs.uk

For informal enquiries or to apply with your CV and covering letter, please contact:

Julie Goner or Karen Barker at enquiries.thornhills@nhs.net