

Job description



Sandwich
Medical Practice

VACANCY

Primary Care Co-ordinator

ADDRESS

Cattle Market, Sandwich, Kent, CT13 9ET

CONTACT

Elle Healey (HR & Operations Manager) kmicb.careers.smp@nhs.net

SALARY

£12.50 per hour (£12.71 upon successful completion of a 6-month probationary period)

HOURS

1 vacancy available

About Sandwich Medical Practice

Sandwich Medical Practice is a welcoming and progressive GP surgery located in the heart of Sandwich, Kent. Formed in 2019 from the merger of Market Place and The Butchery Surgeries, we are proud to be part of the Deal & Sandwich Primary Care Network, working closely with neighbouring practices to support our local community.

Rated “Good” by the Care Quality Commission, we offer a wide range of services and are also a training practice, supporting GP trainees, medical and nursing students. We are committed to providing compassionate, patient-centred care and are always looking for new ways to improve how we work.

In September 2025, we introduced a new “Modern General Practice” approach, using a total triage appointment system to make accessing our services easier, safer and more efficient for patients. We have a dedicated, friendly team who support one another and take pride in delivering the best possible care to our community.

Vacancy Summary

The role of a Primary Care Co-ordinator is central to ensuring smooth day-to-day operations within a medical practice. They act as the first point of contact for patients, carers, and visitors, creating a welcoming and supportive environment while maintaining professionalism and efficiency. A Primary Care Co-ordinator’s responsibilities extend beyond answering phones and booking appointments; they play a vital part in the overall patient experience and the effectiveness of the healthcare team.

Primary Care Co-ordinator

Patient-Facing Duties

- Act as the first point of contact for patients, carers, and visitors, providing a welcoming and professional service.
- Handle incoming calls and face-to-face enquiries, signposting patients to the appropriate service.
- Book, amend, and cancel appointments, ensuring efficient use of clinical time.
- Support vulnerable patients in accessing services, including those with language barriers, disabilities, or additional needs.
- Maintain patient confidentiality at all times.
- Greet patients and visitors in a polite, professional, and courteous manner.
- Assist patients with completing forms, updating personal details, and processing repeat prescription requests.
- Signpost patients to appropriate services, ensuring urgent needs are prioritised.

General Responsibilities

- Ensure patient confidentiality is maintained at all times, in line with GDPR and practice policies.
- Treat all patients and colleagues with dignity, respect, and compassion.
- Adapt to changing demands of the role and contribute to continuous service improvement.
- Undertake any other reasonable duties as required by the Practice Manager.

Administrative Duties

- Manage and update patient records accurately using the clinical system.
- Process repeat prescription requests in line with practice policies.
- Deal with documentation as directed.
- Assist in preparing reports, audits, and correspondence.
- Ensure the waiting area and reception are tidy, safe, and welcoming.
- Assist with data entry, scanning, and filing as required.

Team & Practice Support

- Holiday and sickness cover.
- Work collaboratively with GPs, nurses, and practice staff to ensure smooth patient flow.
- Escalate urgent or complex issues to senior staff when appropriate.
- Contribute to practice meetings, training, and continuous improvement initiatives.
- Support practice-wide initiatives such as flu clinics, health campaigns, and patient engagement activities.
- Work collaboratively with colleagues to ensure the smooth running of the reception and wider practice.
- Provide administrative support to GPs, nurses, and other clinicians as needed.
- Participate in staff meetings, training sessions, and appraisals.
- Uphold practice policies, including confidentiality, safeguarding, and health & safety.

Job plan (illustrative)

Time	Duties
07:45	A typical day for a Primary Care Co-ordinator begins at 07:45 with opening duties such as unlocking the reception area, switching on IT systems, checking emails and preparing the clinical rooms for the day.
08:00 to 12:30	From 08:00 to 12:30, the focus is on front-line reception cover, welcoming patients, managing check-ins, answering calls, triaging requests, supporting home visit arrangements and booking or amending appointments. Administrative tasks are also carried out, including processing and updating patient records, handling patient correspondence, assisting clinicians and supporting colleagues where needed.
30 Minute lunch	
12:30	The afternoon involves further reception duties, dealing with peak call times, handling patient enquiries and updating recall systems. Later in the afternoon, the role includes patient and practice support, such as liaising with pharmacies and assisting vulnerable patients with forms or translation needs.
17:30 to 18:30	The day concludes with closing duties from 17:30 to 18:30, ensuring messages are cleared, outstanding documentation is finalised, and handover is completed and the reception area secured.
Over the week, responsibilities vary slightly: Mondays often involve managing high call volumes, midweek can be more focused on administrative work, and Fridays are geared towards preparing for the following week while handling urgent queries. Flexibility is also key, as the Primary Care Co-ordinator may assist with flu clinics, extended hours, and wider practice health initiatives as required.	

We will work with you to shape the ideal job plan upon successful appointment and review it with you after six months and then annually so you can keep the perfect fit. We will also provide the essential resources to support you in your duties, including administrative support.

Person specification

Requirements	Essential	Desirable
Qualifications and training	● Good standard of general education (minimum GCSE level or equivalent in English and Maths).	● NVQ or diploma in Business Administration or Customer Service. ● Training in medical terminology.
Skills and experience	● Experience in a customer service, reception, or administrative role. ● Experience handling telephone calls and face-to-face enquiries in a busy environment. ● Excellent communication and interpersonal skills. ● Strong IT skills, including Microsoft Office and email systems. ● Ability to work accurately under pressure and manage competing priorities. ● Good organisational skills and attention to detail. ● Awareness of the need for confidentiality and understanding of data protection (GDPR).	● Previous experience working in a GP practice, healthcare setting, or NHS environment. ● Experience using patient record systems (e.g. EMIS, Docman, Anima). ● Knowledge of NHS services and referral processes. ● Familiarity with clinical systems and appointment booking software.
Clinical governance	● Awareness of the importance of confidentiality, patient safety, and accuracy in clinical records.	● Understanding of clinical governance principles, including safeguarding, infection prevention, and incident reporting.
Personal/ professional attributes	● Friendly, approachable, and professional manner. ● Ability to remain calm, empathetic, and polite when dealing with distressed or difficult patients. ● Flexible and adaptable to meet the needs of the practice. ● Reliable, punctual, and able to work effectively as part of a team. ● Commitment to providing high-quality patient service.	● Willingness to undertake further training and development.
Other requirements	● Inspires others and leads by example. Able to make calm rational decisions in the face of adversity.	

Teaching

We are proud to be a teaching practice, providing a supportive and stimulating environment for GP trainees, medical students and nursing students. Our team is passionate about sharing knowledge and experience, helping the next generation of healthcare professionals develop their skills in a real-world setting. By fostering a culture of learning and collaboration, we not only enhance training opportunities but also bring fresh ideas and energy into the practice, ensuring our patients benefit from the very best in care.

Pensions

You are entitled to be enrolled into the NHS Pension Scheme, subject to satisfying the eligibility criteria and subject to the rules of such scheme as amended from time to time. Full details of the scheme are available from the NHS Pensions Agency. Your contributions to the pension scheme will be deducted from your salary on a monthly basis and the Practice will pay contributions to the scheme at the appropriate rate.

Data Protection and Monitoring

You will comply with your obligations under our Data Protection Policy when handling personal data in the course of employment including personal data relating to any employee, worker, contractor, patient, supplier or agent of the Practice. You will also comply with our Computers E-mail and Internet Policy and other relevant policies, including in relation to social media and information security.

The small print

The post will be appointed under the Terms and Conditions of Service for NHS Employees.

Living and working in East Kent

Sandwich and the surrounding areas in East Kent offer a fantastic quality of life, combining charm, history, and coastal living. The town itself is full of character, with independent shops, cosy pubs, and riverside walks, while the beautiful Kent coast and countryside are right on your doorstep. Nearby towns like Deal, Canterbury, and Dover provide a mix of culture, shopping, and great transport links, including high-speed trains to London. Whether you enjoy beaches, nature, or a vibrant local community, Sandwich is a welcoming place to live and work, with something for everyone.

Grow your career in the Garden of England

At Sandwich Medical Practice, we are dedicated to helping you develop a career that aligns with your family, location, and professional interests. We provide flexible and rewarding career pathways, together with distinctive opportunities to innovate, inspire, and contribute meaningfully. Situated within a county that offers an exceptional quality of life, we ensure you can thrive both professionally and personally.

How to apply

To apply, please fill out the online application form on NHS Jobs.

For any queries contact Elle Healey (HR & Operations Manager) kmicb.careers.smp@nhs.net