



Care Co-ordinator

Hours: Part-time 18.75 hours per week
Salary: £14.80 per hour
Contract: Fixed Term 6 month

About Us

Richmond General Practice Alliance is the GP Federation committed to providing high-quality, patient-centred services across our local community. As we introduce new healthcare services, we are looking for a proactive and compassionate individual to support patient engagement and appointment booking.

The Role

We are seeking a friendly, professional, and organised Care Coordinator to contact patients by telephone and assist them in accessing new services. The successful candidate will play a key role in ensuring patients receive timely information, understand the services available to them, and are supported in booking appointments that meet their needs.

Key Responsibilities

- Contact patients by telephone using approved call lists.
- Explain new services clearly and professionally.
- Book, amend and cancel appointments using clinical software (EMIS)
- Accurately record patient interactions and outcomes.
- Respond to patient queries and escalate concerns where appropriate.
- Support service uptake by encouraging engagement with eligible patients.
- Maintain confidentiality and follow GDPR and information governance requirements.
- Work closely with clinical and administrative teams to ensure smooth patient pathways.
- Produce activity reports as required.

About You

We are looking for someone who:

- Has excellent telephone and communication skills.
- Is confident speaking with a wide range of people in a professional and empathetic manner.
- Is highly organised and has good administrative skills.
- Can manage their workload effectively and work independently.
- Is comfortable using computer systems, clinical software and Microsoft Office applications.
- Has experience in customer service, call handling, healthcare administration or patient services (desirable).
- Understands the importance of confidentiality and patient care.

Essential Criteria

- Excellent verbal communication skills.
- Strong attention to detail and accuracy.



Ability to handle sensitive conversations with empathy and professionalism.
Good IT skills and experience using databases.
Ability to work as part of a team and independently.
Is reliable

Desirable Criteria

Previous NHS, primary care or healthcare experience.
Experience of clinical software systems.
Knowledge of patient engagement or healthcare outreach projects.
Understanding of data protection and information governance requirements.

What We Offer

Opportunity to support innovative healthcare services.
Flexible working arrangements.
Supportive and collaborative team environment.
Training and development opportunities.

How to Apply

Please submit your CV and a short supporting statement outlining your relevant experience and why you are interested in the role to swlicb.richmondgpalliance@nhs.net

All appointments are subject to right to work and a suitable DBS