Dr.MATHEWS SURGERY

https://www.avant.ac.uk/apply/apprentice_care_navigator/

Apprentice Care Navigator – Dr Mathews Surgery (Grimsby)

Description
Would you like a career within general practice, supporting a team to provide outstanding support to patients, doctors, and nurses? Yes? Then this is your chance to start a great career! We are looking to recruit a confident, dynamic, and committed individual who is calm under pressure and can maintain a high level of customer service.

What will the apprentice be doing?
This is a varied and interesting role covering all aspects of medical reception and administration duties, ensuring that the reception area of the practice runs smoothly and provides the highest achievable levels of service to both patients and other members of the practice team, including doctors and nurses.

As part of the apprenticeship, full training will be provided to undertake the role which will include but is not limited to:

- Making appointments and dealing with queries
- Prescription requests
- Handling incoming and outgoing post
- Greeting and directing patients and visitors
- Responding to the needs of both doctors and nurses during surgery
- Inputting and extracting information from the practice computer system
- Scanning letters in patients\' records
- Summarising full patient records on receipt from the health authority
- Completing and sending referral letters and proformas
- Actioning internal system tasks on a daily basis
- Handling Medical / Insurance Reports, ensuring all details are completed, photocopying records and post

This is an excellent opportunity to learn the knowledge, skills and behaviours required to work in the NHS and further your career within the service.

What training will the apprentice take and what qualification will the apprentice get at the end?
Customer Service Level 2 Apprenticeship Standard qualification:

- You will learn the knowledge, skills & behaviours which will support you for your end-point assessment.
- You will take part in a combination of activities, such as face-to-face classroom-based sessions, remote learning sessions, work shadowing and online learning, to support your learning and development.
- Functional Skills in maths and English if required.
- You will be required to undertake training sessions with Avant Skills Academy every other week, throughout the length of the apprenticeship

To ensure that the apprenticeship and place of work is right for you, there will be a work placement element before the apprenticeship starts. Giving you peace of

Employer
Dr Mathews Surgery

Annual Wage
£ 15,600

Working Week
The surgery is open Monday – Friday, 8.00am – 6.30pm – shifts to be completed within these times on a rota basis.

Total hours per week: 37.5 hours a week

Expected Duration
16 Months

Possible Start Date
September 2026

Date posted
1 August 2026

Apprenticeship Standard
Customer Service Practitioner Level 2

Apprenticeship Location
Stirling Street Medical Centre, Stirling Street, DN31 3AE, Grimsby

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mind.

What is the expected career progression after this apprenticeship?
With experience and further training, you could become an administration manager, office manager or GP practice manager

You could also move into roles in finance or HR within the NHS

Desired skills and personal qualities

- Communication skills
- IT skills
- Attention to detail
- Organisation skills
- Customer care skills
- Problem solving skills
- Administrative skills
- Team working
- Initiative
- Non judgemental
- Patience
- Ability to prioritise workload
- Friendly and approachable
- Telephone communication skills

Qualifications

- GCSE or equivalent English (Grade C/4) essential
- GCSE or equivalent Maths (Grade C/4) essential

About the employer
Dr R. K. Mathews practice is a forward-thinking and innovative provider of primary care services. There are 2 GP Practices Cromwell Road, Primary Care Centre, Grimsby and Stirling Street Grimsby. The practice\'s mission is to provide a first class primary care service to the people of Grimsby and the surrounding area.