

JOB DESCRIPTION

Title: Patient Services Manager

Responsible To: Practice Business Manager\Partners

Main Purpose of the Post:

To foster good relationships between surgery, practice staff and partners and to implement decisions as raised by the partnership in conjunction with the senior management team.
To manage administration and reception staff to ensure smooth running of the surgery; provide administrative support to the Partners in the surgery and provide a focal point of communication for Doctors and medical\practice staff for all day to day activities.
To carry out all duties in a professional manner and adhere to all Atrium Health Centre protocols, policies and guidelines at all times.

Duties & Responsibilities of the Post:

Organisational:

- In association with the Operations Manager, deputise for the Practice Business Manager in their absence
- Liaise with other members of the Primary Healthcare team, outside agencies and volunteers as required.

Doctors:

- Ensure sessions are added to\rolled forward on the clinical system and availability of clinicians is adequate for the surgery.
- Co-ordinate leave requests\Doctor availability including the booking of Locums\altering of sessions and ensure medical system is updated to reflect changes
- Ensure locums are provided with the relevant information when working in the surgery.

Patient Services:

- Ensure all administration for patient services in the surgery is completed effectively and in set time frames.
- Ensure Practice policies are followed and accurate records are kept with particular reference to: appointments, messages, visits, post, patient registration, repeat prescriptions, filing systems, births and deaths
- To be responsible for dealing with patient complaints (both written and verbal) and queries using the Practice in house complaints system and PALS. Liaise with Practice Business Manager and NHS England as required.
- Ensure staffing is adequate for services.
- Oversee repeat prescribing systems
- Oversee and manage an effective appointments systems

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- Routinely monitor and assess practice performance against patient access and demand management targets
- Liaise with patient groups/PALS
- Responsible for the practice PPG group
- Ensure patients are dealt with quickly, courteously and efficiently
- Ensure confidentiality is maintained at the highest level at all times
- Ensure practice leaflet is up-to-date and is available to all patients
- Be responsible for any patient questionnaires, feedback etc as well as NHS Choices website.

Staff:

- Ensure that all surgery staff complete allocated tasks within relevant timescales.
- Ensure all surgery staff abide by all Practice policies, protocols and procedures and are made aware of any updates to these.
- Ensure that staff rotas are completed in a timely manner and that adequate staffing is available for the surgeries.
- Liaise with the Practice Business Manager concerning staffing and organisation of work.
- Approve all staff holidays in line with practice guidelines and report all holidays and sickness to the Practice Business Manager on a weekly basis.
- Ensure the monthly overtime is accurate and sent to the Finance Administrator by specified timescale.
- Conduct annual appraisals with all administrative staff in the surgery
- If required assist reception and admin staff with all duties.

Human Resources:

- In association with the Practice Business Manager to be responsible for HR issues with the practice and oversee the Reception and Admin staff
- Oversee the recruitment and retention of practice non-clinical staff and provide general personnel management service.
- Ensure that all non-clinical members of staff are legally and gainfully employed. Monitor skill mix and deployment of staff.
- Manage staffing levels within target budgets
- Evaluate, organise and oversee staff induction and training, and ensure that all staff are adequately trained to fulfil their role.
- Keep abreast of changes in employment legislation
- Maintain up-to-date HR documentation (including job descriptions, employment contracts and employment policies).

Training:

- Assist with the implementation and provision of induction and ongoing staff training for the whole Practice.
- Provide induction training and ongoing review of staff.
- Ensure staff training logs are updated as appropriate.

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Administration:

- Attend and participate in Surgery Management team, Primary Healthcare team and staff meetings and to work with the management team in implementing instructions from these meetings promptly and accurately.
- Arrange agendas\minutes for regular MDT's, Reception\Admin meetings and Chair where appropriate\when required.
- Ensure all administrative duties in the surgery and completed accurately and within specified timeframes.
- To ensure that the practice meets its Quality Outcomes framework targets.
- Ensure that an accurate record of all cheque and cash received and an account of all petty cash transactions is kept. Also that the relevant paperwork is completed and that all protocols are followed and reports provided monthly to the Finance Administrator.

Information Technology:

- Have full understanding of the clinical IT system
- Have a working knowledge of software and hardware used in the Practice.
- Train staff in the use of the clinical system.

Building:

- Have a clear understanding of telephone systems; daytime and out of hours
- Understand security systems/alarms

Information:

- Act as a central source of information within the surgery
- Ensure all Significant Events are recorded\discussed in the correct manner in line with practice policy.
- Ensure communication systems are running smoothly, clinical and administration staff are kept fully informed of changes in procedures
- Assist with production and upkeep of Practice Procedures, policies and guidelines
- Manage paperwork systems including post, internal and external

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members; patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly
- Manage communication flows between partners, staff, Management team and outside agencies ensuring all information passed on is accurate.

Other Tasks:

- Actively take part in mandatory and internal\external training as requested.
- Participate in audits where appropriate
- Be aware of and comply with government guidelines in relation to confidentiality, clinical

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information etc.

- Adhere to and follow all policies and protocols as listed in the Staff Handbook and contract.
- Follow all Practice Health and Safety guidelines and policies and inform the H&S lead of any infringements.
- Support the Health and Safety lead
- Act with the Health & Safety lead to arrange yearly Health and Safety report and half yearly Fire Drills for all staff record attendance and make sure that copies are sent to the Patient Services Manager.
- Record all accidents in the surgery accident book, complete relevant forms and send on to the Operations Manager.
- Any other delegated duties considered appropriate to the post.

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Person Specification:		
	<i>Essential;</i>	<i>Desirable;</i>
Skills	<ul style="list-style-type: none"> •Management Skills •Excellent Communication Skills •Good People Skills •Excellent Telephone Manner •Attention to detail •Excellent Leadership skills •Ability to delegate 	<ul style="list-style-type: none"> •Keyboard Skills
Knowledge	<ul style="list-style-type: none"> •Basic PC Knowledge •Knowledge of Microsoft Office 	<ul style="list-style-type: none"> •Local Knowledge •First Aid Knowledge
Experience	<ul style="list-style-type: none"> •Previous Administrative experience •Previous IT Experience •At least 2 years supervisory or management experience •Previous Customer service Experience •Previous Training experience 	<ul style="list-style-type: none"> •EMIS Clinical System •Previous NHS Experience •Minimum 2 years Medical Reception Experience
Personality	<ul style="list-style-type: none"> •Reliable •Adaptable •Team Player 	<ul style="list-style-type: none"> •Sense of Humour
Other	<ul style="list-style-type: none"> •Neat and Tidy Appearance •Good general level of education •Ability to adhere to strict confidentiality policies •Ability to work without direct supervision and prioritise workload\meet deadlines •Ability to use own judgment and common sense. •Flexible 	<ul style="list-style-type: none"> •Some local knowledge •Driving Licence