

Assistant to Practice Manager

Moorside Medical Practice

Job summary

We are looking to recruit an Assistant to the Practice Manager with a good track record and experience in working within General Practice.

This role will fulfil a dual purpose with an element of deputy practice management duties as well as administration skills within the office and reception area.

This is a full-time position although consideration of part-time hours will be given for the right candidate. Pay will be negotiable dependent on experience.

The applicant should have knowledge of the fundamentals of general practice. A degree of flexibility is also advantageous.

We are looking for a new member of staff who will fit well within our existing team and this will be one of our main objectives.

Main duties of the role

The Assistant to the Practice Manager will work as part of a multidisciplinary team (MDT) within the GP practice to support the Practice Manager in providing an effective, efficient, and caring service to the practice population as well as ensuring staff education and day to day working methods are upheld. To step in and step up, when required, to ensure weekly tasks are upkept, patient enquiry processes are dealt with, liaising with the reception/administration team, secretary, and other non-clinical staff to ensure all services are kept up to date in a timely fashion. Through a sensible use of initiative, flexible approach and working in consistent high standards of accuracy, you will provide valuable help and support to the team. You will be expected to manage, plan, and prioritise tasks efficiently and effectively to maintain that high standard. To carry out tasks with utmost respect, tact, and diplomacy.

The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes in the future.

This job description may change as needs are identified and objectives change.

About us

We are a nurse training practice consisting of a principal GP, 2 salaried GP's, Advanced Nurse Practitioner and supported by an experienced nursing team of 2 Practice Nurses, a Health Care Assistant, a Paramedic alongside our Pharmacy/meds management team. We have many years experience in training, development and mentoring within the Practice. We are high QOF achievers, committed to providing Enhanced Services for approx. 6,700 patients and have an extensive in-house program of education and development. We are actively engaged in new innovative ways of delivering care through multidisciplinary working and Primary Care Networks.

Our CQC rating is Good

Job responsibilities

Moorside Medical Practice

POST TITLE: Assistant to the Practice Manager

CONTRACT: Permanent.

Main Duties:

1. Liaising with Practice Manager over day to day administrative and business duties.
2. Liaising with the reception team on behind-the-scenes patient & appointment organisation.
3. Ensuring staffing levels are adequate and absences are covered for both non-clinical and clinical staff.
4. To oversee safety requirements/documentation, in conjunction with the Practice Manager.
5. Be always updated on referral pathways, surgery processes and working practices.
6. Be competent in email systems, AccuRX and other communication methods.
7. Oversee business excel sheets and accountable equipment and utilities.
8. Be fully au fait with coding procedures and summarising, supporting staff with accuracy.
9. Prepare audits and searches at the request of the Practice Manager
10. Liaise with GPs, external service providers & patients to ensure patient requirements are correctly received and processed.
11. Updating and maintaining staff training pathways, collating evidence-based records.
12. To be prepared to learn and take on additional tasks related to the running of the business with a view to taking responsibility for the surgery during periods of the Practice Managers absence.
13. Any other work as deemed necessary to meet the needs of the patients and/or practice.

Information Management & Technology:

1. Ensure competence with all office equipment.
2. EMISweb literate.
3. Sound working knowledge of clinical coding/reporting.
4. Accurate data entry.
5. Process and store information following data protection guidelines and patient confidentiality.
6. Care for and keep secure personal smartcard.
7. Report any computer or other equipment failure and monitor equipment logs
8. Providing supervision, support and training to the reception/administration staff under the guidance of the Practice Manager.
9. Overseeing rotas & ensuring that reception is adequately staffed and supervised and that staff rotas, including annual leave and sickness cover, are in place where appropriate
10. Arranging cover required to cover clinicians in agreement with the Practice Manager. Preventing interruptions to patient care services provided by the Practice.
11. Supporting the Practice Manager in ensuring that the Practice runs smoothly and efficiently. Liaising with the Practice Manager on any organisational problems in the office/reception, including any untoward incidences or near misses.
12. Handling informal complaints from service users through to completion of formal complaints and SIRMS forms.
13. Taking all reasonable steps to plan, prioritise and delegate work in advance and ensure that appropriate office procedures are adhered to by all staff.
14. Taking opportunities to improve workflow and work performance and ensuring that staff have the skills and training to fulfil their responsibilities.
15. Support the Practice in meeting targets detailed in Quality and Outcomes Framework (QOF), Enhanced Services (ES), Quality Premium (QP), Contract Key Performance Indicators (KPI), CQC requirements, ICB requirements, knowledge of CQRS etc.

16. To be responsible for the maintenance of the appointment system. Ensuring the appointments for each clinician are entered correctly and in an appropriate timeframe.
17. Responsible for logging problems with the computer system, premises etc. ensuring risk assessments and business continuity are updated accordingly.
18. Monitor access and adjustment availability as required.
19. Monitor daily workflow within the practice.
20. Facilitate the process of repeat prescriptions requests daily ensuring a 48hr turnaround.
21. Preparation and submission of data and documentation as required to relevant bodies in a timely manner.
22. Facilitate the responsibility for the daily task of completing all GP Links data, input and uploads. (Patient data and EDI). Collection of Medical records. Summarising of medical records. Ensuring completion.
23. Maintain the petty cash log and check receipts.
24. Ensuring that good housekeeping is observed within the offices and clinical rooms, and with special reference to health and safety/infection control.
25. Assisting with audit work performed in the practice enabling the practice to review clinical effectiveness and also to provide information of target performance.
26. Manage the process and collation of questionnaires and surveys.
27. Manage end of year stock check.
28. CQC compliance Lead.
29. Update significant event/complaint/compliments log.
30. Attend practice/external meetings as requested by the Practice Manager, taking and producing minutes where appropriate.
31. Confidentiality of both patients and the Practice must be protected and maintained in accordance with Practice Policy and legislation.

32. To undertake any other duties which are commensurate with the level and responsibility of this post as requested by the Practice Manager. To actively and continuously review all activities and suggest areas for improvement.

Development:

1. To attend & participate in practice meetings and any other relevant practice development sessions.
2. Update competencies and partake in mandatory training.
3. Upkeep knowledge of practice policies.
4. Partake in supplementary training to enhance personal role.
5. Partake in personal development plans, appraisal and/or peer support sessions.

GENERAL

1. To undertake any other duties commensurate with the role, within the bounds of his/her own competence
2. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes in the future.

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Person Specification

Experience

Essential

- Fundamental Knowledge of General Practice.
- Ability to actively listen and empathise with people and provide personalised support in a non-judgemental way.
- Ability to provide a culturally sensitive service supporting people from all backgrounds and communities respecting lifestyles and diversity.
- Commitment to reducing health inequalities and proactively working to reach people from diverse communities
- Ability to support people in a way that inspires trust and confidence and motivating others to reach their potential
- Ability to communicate effectively both verbally and in writing with people their families carers community groups partner agencies and stakeholders

- Ability to maintain effective working relationships and to promote collaborative practice with all colleagues
- Ability to demonstrate personal accountability emotional resilience and work well under pressure
- Ability to organise plan and prioritise on own initiative - including when under pressure and meeting deadlines
- High level of written and verbal communication skills
- Ability to work flexibly and enthusiastically within a team or on own initiative
- Knowledge of and ability to work to policies and procedures including confidentiality safeguarding lone working information governance and health and safety
- Proficient in MS Office and web-based services
- Experience of working in health social care and other support roles in direct contact with people their families or carers (in a paid or voluntary capacity)
- Experience of working within multi-professional team environments
- Knowledge of the personalised care approach
- Understanding of the wider determinants of health including social, economic and environmental factors and their impact on community's individuals their families and carer

Desirable

- Experience of working within General Practice.
- EMIS web experience.
- Ability to provide motivational coaching to support peoples behaviour change
- Knowledge of Safeguarding Children and Vulnerable Adults policies and processes
- Access to own transport
- Experience of data collection and using tools to measure the impact of services including EMIS searches
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Qualifications

Essential

- GCSE grade 9-6 (A-C) in English and Mathematics.

Desirable

- NVQ Level 3 in business administration or equivalent.
- Management qualification.

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.