Kennet And Avon Medical Partnership

Job Description

## Job Title: Patient Services Support

Responsible To: Practice Manager

Job Summary:

* Support the Practice Manager in developing, organising and managing the day-to-day delivery of services to our patients
* Undertake the administration for the Patient Participation Group
* Provide administrative support to the Practice Manager as required

Job responsibilities:

Management of Patient Services

* To implement Practice policies and procedures, developing new and updating existing policies/protocols as required.
* To ensure all members of the practice team are aware of and adhere to these policies and procedures to ensure the delivery of high quality patient services.
* Implement and maintain systems to receive patient enquiries and suggestions.
* To support the Practice Manager in the management of patient complaints and queries, ensuring that all staff are adequately trained to handle complaints sensitively.
* Pro-actively manage the practice reputation both internally and externally to ensure it is perceived as a first class practice and is held in high regard by patients, the local community, local practices and primary care organisations.
* To ensure that patient satisfaction is maintained at every opportunity and to provide opportunities for regular feedback, including the implementation of patient surveys.
* To help to develop information about the services provided by the Practice and ensure that the Practice leaflet contains up to date information about patient services.
* To ensure that publicity and health education material displayed in the Practice is up to date and that a regular rotation of appropriate displays takes place during the year.
* To disseminate information to the whole Practice team in relation to patient services including but not limited to, appointment availability and any agreed system changes.
* To attend Team Leaders meeting on a regular basis, producing minutes as required.
* To support the Practice Manager in the development of patient involvement in the Practice. This will include:
	+ Organise publicity events and develop innovative ways of raising local awareness of the Practice and the services it provide
	+ Take the administrative lead on the Patient Participation Group, including taking minutes of meetings, liaising with the chair, circulating papers, etc

HR Support

* Support the Practice Manager with the administration of personnel management for practice staff.
* Ensure contracts of employment and job descriptions are provided to all staff and that all relevant employment legislation is followed
* Organise and oversee staff induction for new staff in line with Practice policies and procedures
* Maintain up-to-date HR documentation including job descriptions and employment contracts
* Keep abreast of changes in employment legislation and ensure that all practice policies and paperwork comply with statutory requirements and CQC requirements
* Identify, organise and deliver training identified from staff personal development objectives
* To organise team-wide educational and team building events
* To monitor staff sickness in accordance with the Practice sickness policy and provide timely records to the Practice Manager

Facilities Management

* In liaison with other staff, ensure the buildings, services and facilities are effectively maintained and repaired.
* To ensure staff receive appropriate training in all necessary areas of maintenance, safety, fire prevention and general security of the premises

General Duties

* Input and extract information from the Practice’s clinical system to maintain accurate patient records, ensuring agreed Read Codes are used as appropriate.
* Participate in overtime rota to cover sickness and holidays
* Attend and participate in Team and Practice meetings as required
* Undertake any training as necessary to ensure continued safe and efficient performance
* Attend external and in house mandatory training
* Any other tasks allocated by the Team Leaders, Practice Management or GPs
* Photocopying and faxing and any other admin functions as required
* To undertake specific assigned tasks, project support, or development work which may arise

Other

#### This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or the Practice Management. *Some of the above duties may be delegated.* The Practice reserves the right to make changes to the Job Description and Personal Specification.

Confidentiality

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

The post-holder will assist in promoting and maintaining their own and other’s health, safety and security as defined in the Practice Health and Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

* Using personal security systems within the workplace according to Practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
* Making effective use of training to update knowledge and skills
* Responsible for correct hand hygiene of self and others
* Always using appropriate infection control procedures, maintaining work areas in a tidy clean and sterile and safe way, and free from hazards
* Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general/patient areas generally clean, sterile, identifying such hazards/risks in relation to other work areas within the practice and assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role
* Correct use of Personal Protective Equipment (PPE) when appropriate
* Waste management including collection, handling, segregation, container management, storage and collection
* Undertaking periodic infection control training
* Reporting potential risks identified

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, behave in a manner which is welcoming, non-judgmental, and respectful to the privacy, dignity and needs and beliefs of patients, carers and colleagues. This includes, but is not limited to:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Participation in mandatory training sessions such as fire training, CPR, manual handling, information governance etc
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the Practice, and will:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

Communication

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

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognize people’s needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

* Apply Practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

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| --- | --- |
| * Author and Role:
 | Amy Lacey, Practice Manager |
| Organisation: | Kennet and Avon Medical Partnership  |
| Reviewed By  | XXXX, Role XXXX  |
| Current Version Number: | 1 |
| Date Approved: | March 2018 |
| Next Review | March 2019 |

Declaration

I accept the roles and responsibilities of my job as set out in this document

Job Holder:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Practice Management:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Kennet And Avon Medical Partnership

Person Specification – Patient Services Support

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| --- | --- |
| Job Title: | Patient Services Support  |
| Recruiter: | Practice Manager  |
| Date: | March 2021 |

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| Qualifications | Essential  | Desirable |
| Good standard of general education | ✓ |  |
| GCSE Mathematics C or above (or equivalent) |  | ✓ |
| GCSE English C or above (or equivalent) |  | ✓ |
| CLAIT / ECDL qualification |  | ✓ |
| Experience | Essential | Desirable |
| Experience of working with the general public | ✓ |  |
| Experience of and success at motivating people in a changing environment | ✓ |  |
| Experience of using own initiative | ✓ |  |
| Experience of working in teams, including some team development | ✓ |  |
| Customer service experience  | ✓ |  |
| Experience of working within General Practice  |  | ✓ |
| Practical experience of computerised recording systems |  | ✓ |
| Skills | Essential | Desirable |
| Excellent communication skills (Written, Oral and presentational skills) | ✓ |  |
| Effective Interpersonal skills | ✓ |  |
| Ability to organise and run meetings and take accurate minutes | ✓ |  |
| Accuracy and attention to detail | ✓ |  |
| Ability to prioritise and organise own workload  | ✓ |  |
| Time Management and the ability to work to deadlines | ✓ |  |
| Problem solving skills using diplomacy and tact | ✓ |  |
| Knowledge of health services in Wiltshire |  | ✓ |
| Project management skills |  | ✓ |
| Understanding of impact of NHS services on health and well-being of patients |  | ✓ |
| Personal Characteristics | Essential | desirable |
| Commitment to working in the NHS and improving the care given to patients  | ✓ |  |
| Adaptability and a flexible approach to work | ✓ |  |
| An organised approach to work with the ability to plan, prioritise and balance conflicting demands | ✓ |  |
| Performing under pressure | ✓ |  |
| Ability to use own initiative, judgement, resourcefulness and common sense | ✓ |  |
| Ability to work as part of a team and autonomously  | ✓ |  |
| Understanding, acceptance and adherence to the need for strict confidentiality | ✓ |  |
| Commitment to undertaking training and their own personal development | ✓ |  |
| Values and respects the different cultures and beliefs of patients and colleagues | ✓ |  |
| Knowledge | Essential | Desirable |
| Well-developed IT skills including use of Microsoft packages | ✓ |  |
| Knowledge of TPP SystmOne Clinical System |  | ✓ |
| An understanding of a primary care environment and patient care |  | ✓ |