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| **MICKLEOVER SURGERY****JOB DESCRIPTION** |

**JOB TITLE:** Assistant Practice Manager

**LOCATION:** Mickleover Surgery

 10 Cavendish Way

 Mickleover

 Derby

 DE3 9BJ

**REPORTS TO:** Practice Manager & GP Partners

**HOURS:** 32 hours per week

**JOB SUMMARY:**

The Assistant Practice Manager will support the practice manager in all aspects of the day to day running of the practice, optimising efficiency and overall performance, ensuring quality standards and practice objectives are achieved within a safe and effective working environment.

The Assistant Practice Manager will manage data quality issues, providing advice and guidance to all practice staff in the use of the clinical system to ensure accurate data input for subsequent retrieval and extraction in line with QOF and Enhanced Service Requirements.

**JOB RESPONSIBILITIES:**

* Support the practice manager in the day-to-day operations of the practice ensuring all members of the non-clinical team achieve their responsibilities.
* Provide leadership and guidance to reception and admin staff.
* Provide support to the Reception Lead
* Manage and monitor annual leave and sickness of the reception and admin staff.
* Identify training and development needs for Practice staff.
* Provide support and training to current and new staff in the use of the clinical system, ensuring that data quality guidelines are understood and adhered to.
* Provide support and training to current and new staff in resolving simple problems with PCs and printers.
* Support the Practice Manager in the management of the clinical system, ensuring IT security and IG compliance at all times.
* Maintain the practice appointment book/clinician's rotas on SystmOne.
* To process and distribute the daily workflow documents.
* Maintain up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the practice.
* Respond and resolve all local IT issues where appropriate.
* Develop searches to support the practice in achieving target, facilitating and processing recall systems and audit work.
* Effectively manage DNA's and advise the practice manager of repeat offenders where appropriate.
* Support the overall practice clinical governance framework, preparing reports for QOF, Enhanced Services and other reporting requirements for submission.
* Support the practice manager in reviewing and updating practice policies and procedures.
* Handle low level complaints liaising with the practice manager.
* Maintain practice register of carers.
* Take a non-clinical lead in QOF.
* Maintain the Significant Event folder, identify trends and devise solutions with the support of the practice manager to reduce the risk of repeated occurrences of significant events.
* Promote and ensure delivery of safe and effective standards and adherence to CQC regulations.
* Support the practice manager with the Patient Participation Group.
* Deputise for the practice manager during absences as required.

**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 others health, safety and security as defined in the practice Health & Safety Policy, to 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.
* Making effective use if training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.

**EQUALITY & DIVERSITY:**

The post holder will support the equality, diversity and rights of patients, carers and colleagues to include:

* Acting in a way that recognises 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-judgemental and respects their circumstances, feelings, priorities and rights.

**PERSONAL/PROFESSIONAL DEVELOPMENT AND TIME MANAGEMENT:**

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 maintain a record of own personal and/or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
* Effectively manage own time, workload and resources. Assessing own performance and taking accountability for agreeing priorities, timelimes and delivery during times of high workload.

**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 the needs of patients.
* Effectively manage own time, workload and resources.

**COMMUNICATION:**

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

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

**CHALLENGES OF THE ROLE:**

* To remain calm and prioritise tasks whilst working in a busy environment, frequently dealing with competing demands from both patients and members of the practice and attached team.
* To maintain a professional attitude in all communication with patients and members of the practice team.
* To adhere to a strict code of confidentiality, respecting patient confidentiality at all times.

**CONTRIBUTION TO THE IMPLEMENTATION OF SERVICE:**

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.

**KNOWLEDGE, SKILLS & EXPERIENCE**

* Experience of NHS and primary care including clinical systems, preferably SystmOne.
* Experience of the day-to-day running of General Practice.
* Excellent communication skills, written and verbal.
* Excellent interpersonal skills.
* Excellent IT skills.
* The ability to work autonomously and as part of a team.
* Understanding of Information Governance.
* The ability to achieve individual, team and organisational goals and address underperformance.
* Experience of managing staff.
* Experience of managing complaints.