

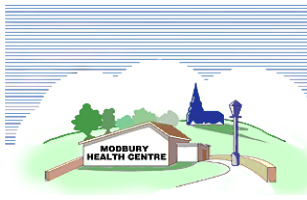
Modbury Health Centre www.modburyhealthcentre.co.uk

Patient Services Lead job description and person specification

Job Title	Patient Services Lead
Line Manager	Manager/Deputy Manager
Accountable to	Manager
Hours per week	37 over 4 days

Job Summary
<ul style="list-style-type: none"> • To manage the reception department, thereby assisting with the smooth running of the practice. • To lead the reception team promoting and leading a harmonious and professional team • To provide a focal point of communication between patients, doctors and other medical staff. • To act as a role model, demonstrating and promoting the standards expected by the practice and creating the energy and enthusiasm for the service. <p>To liaise with and assist the Deputy Practice Manager as and when required.</p>

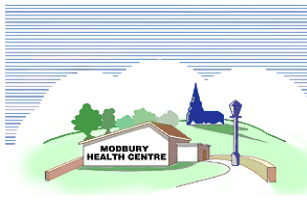
Primary Responsibilities
<ul style="list-style-type: none"> • Responsible for leading the Patient Services Advisors. • Co-ordinate staffs to ensure all tasks are completed on a daily basis to include, visits, Appointment management, Docman workflow, emails, website • Act as a role model to Patient Services Advisors, supporting, motivating and promoting good staff relations. • Ensure all Practice Protocols and Standard Operating Procedures are understood and adhered to. • Ensure all staff are aware of the disciplinary and grievance procedure and have an understanding of health & safety. • In conjunction with the practice manager and lead GP for appraisals support Patient Services Advisors in achieving their development plans. • Assess training needs within the reception area with a view to preparing individual Personal Development Plans for Patient Services Advisors. • Monitor staff attendance, punctuality, sickness absence, annual leave and daily rotas. • Ensure cover and suitable contingency plans are in place for all leave, including unforeseen absence. • Undertake the return to work interviews, notifying management of any anomalies. • Be the first line of management to deal with disciplinary matters, speak to Patient Services Advisors when appropriate, and notify them of any action. Accurately document all incidents and outcomes, ensuring that the practice manager is kept informed.



- Assist with the appropriate recruitment and selection procedure for Patient Services Advisors. Provide induction training of all new staff to agreed standards and ongoing review
- Assist with and minimise potential 'problems' that may lead to complaints.
- Coordinate and facilitate staff meetings.
- Report IT issues to DELT on behalf of support staff and clinical team.

Secondary Responsibilities

- Set up and continually assess and evaluate systems, recommending changes and improvements to the practice manager as appropriate.
 - Ensure communication systems are running smoothly, doctors and Patient Services Advisors are kept fully informed of changes in procedures.
 - Appointment system—supervise the correct use of the computerised appointment system.
 - Ensure that patient paper files are filed correctly and kept neat and tidy.
 - Co-ordinate room usage for Clinical and visiting staff
 - Registration procedure - ensure that procedure is kept up-to-date and understood by Patient Services Advisors and that it is carried out effectively and efficiently.
 - Home Visits – take overall responsibility for ensuring that home visit requests are allocated to a doctor after the agreed cut off period.
 - Oversee delegation of general housekeeping duties.
 - Oversee and delegate daily tasks e.g. chasing missing test results and notes, unusual queries, following through patient queries, registration difficulties, saying 'No' nicely, etc.
 - Provide hands on support to all Patient Services Advisors and carry out any of the duties of a Patient Services Advisor as detailed below:
- Reception Desk: greeting of patients, dealing with their enquiries in a courteous and polite manner, making appointments and booking patients in for surgeries and clinics.
- Telephone Duties: answering the telephone within a reasonable time, dealing with requests and enquiries courteously and politely. Contacting hospitals, Health Authorities and various other agencies for results, appointments, booking, referrals and patient information.
- Making appointments: offering and arranging the appointments for doctors, helping to arrange clinics for nurses and midwives.
- Information – ensuring that messages are promptly passed to the relevant person.
- Computer: to be able to call up patient details and make sure these details are correct. Add administrative notes to the patient records as and when required. Input of statistical data required by the Practice and retrieval of data when required.
- Helping: the doctors in the execution of their duty of care. Facilitating patient



care, comfort and safety in the surgery. Be responsible for allotted tasks and their completion. Ensuring that the waiting and reception areas are kept tidy with regards to

- Health & Safety of patients and colleagues.
- General practice administration.

Generic Responsibilities

All staff at Modbury Health Centre have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

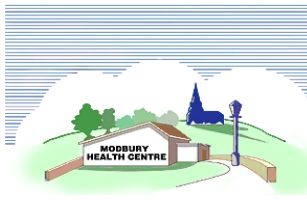
Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)



To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

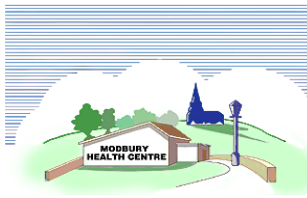
Staff at Modbury Health Centre must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

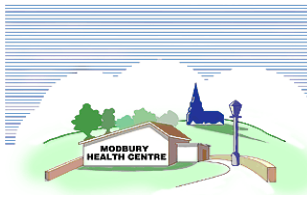
Professional Conduct

At Modbury Health Centre staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.



The person specification for this role is detailed overleaf:

Person Specification – Patient Advisor Lead		
Qualifications	Essential	Desirable
Educated to A-level / equivalent or higher, with relevant experience		✓
GCSE English (C or above) and at least three others	✓	
AMSPAR Qualification		✓
NVQ Level 2 in Health and Social Care		✓
Leadership and / or Management Qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a health care setting	✓	
Experience of leading / managing a team	✓	
Experience of providing appraisal writing and staff development		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills (generic)	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS / Systmone / Vision user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Initiative and judgement (knowing when to ask for help)	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintains confidentiality at all times	✓	



This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.