**Patient Services Manager Modbury Health Centre**

**Job summary**

An exciting opportunity has arisen for a Patient Services Manager to join our friendly, supportive practice. This is a great opportunity to shape a patient focused service, in a fantastic and forward-thinking practice.

Joining a management team and a wider practice team including 4 Partner GPs who all value collaborative working, support each other to provide high quality patient care & encourage getting the right work-life balance.

Working closely with The Practice Development Manager, Operations Manager, you will work alongside, lead and manage the reception and admin teams in the practice to ensure our patients receive a first class service at all times. Ensuring we have a comprehensive and supportive training package for new and existing staff to build upon their skills and develop the practice teams.

The ideal candidate will relish the challenge of working in general practice, communicating effectively with patients and colleagues, working within a caring, forward-thinking organisation. We are looking for a confident, caring, resilient individual with excellent communication skills. It is essential that the new manager can ensure that the practice continues to run smoothly.

If you have the drive, motivation, and commitment to fulfil the needs of our patients, we want to hear from you. In exchange we offer an attractive employment package, NHS pension and opportunity for career development.

**About us**

We are a rural practice in Modbury, Devon. The practice has approx. 5,100 patients. Joining a small operational management team and a wider practice team including 4 Partner GPs and a practice development manager who all value collaborative working, support each other to provide high quality patient care and encourage getting the right work-life balance.

**Job description**

**Job responsibilities**

To join the Operational Management Team in supporting key aspects of practice management operational tasks, ensuring the practice achieves its aims in a safe and effective working environment.

The Patient Services Managers primary focus will be the smooth operation of clinics, patient access and contacts and all administrative services. In addition to shared responsibility of governance, communications and supporting staff wellbeing.

The following are the core responsibilities of the Patient Services Manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

**GENERAL**

* To support the smooth running of day-to-day operations of the Practice.
* Work closely with the management team to ensure clinics and appointments are optimised and safe staffing levels are maintained.
* Monitoring and interpreting of appointment and telephone data (e.g. Gpad) in conjunction with the capacity and access elements of the GP contract.
* Maintain an overview of patient access and ensure the standard and quality of booking appointments are high and accurate at all times thus ensuring patients are seen by the right clinician at the right time.
* Manage the care co-ordinators/medical receptionist to ensure Reception, admin and coding teams provide a high standard of patient care and follow appropriate policies and procedures.
* Work with managers to resolve complaints relating to access and ensure any training issues are addressed.
* Lead on responding to patient feedback on NHS Choices and other feedback platforms, as well as administering patient surveys.
* Ensure effective communication with the wider Practice team.
* Support the Operational Management Team in maintaining and reviewing/updating of practice policies and procedures

**DIGITAL TRANSFORMATION**

* Work with teams to understand current challenges to effective service delivery and identify solutions, including existing best practice within the PCN.
* Drive the planning and prioritisation of changes that will improve delivery of care and improve patient and staff experience.
* Ensure all change is ultimately focussed on improving services for patients.
* Build relationships with teams to develop consensus for improvements and to ensure staff are fully engaged throughout the process of selection, implementation and deployment of change.
* Develop and manage an overall transformation plan for the practice, including identifying interdependencies, managing risks, considering the potential impacts on the wider organisation, and determining resource requirements
* Provide hands-on capacity and support to teams in implementing and sustaining agreed changes.
* Support staff to identify and participate in relevant training and/or professional development opportunities that will support achievement of agreed improvements.
* Support staff and patients to effectively use existing and new technology systems and products to enable improvement

**HR**

* Appraise admin teams.
* Support development and maintaining the practice induction and training schedules
* Support and prepare practice communications as part of the operational management team
* Lead the reception, admin recruitment processes in drafting and preparing job descriptions and adverts, co-ordinating applications, and interviews
* Lead on the recruitment and training of casual staff when required.
* Keep abreast of changes in employment legislation and attend training relevant to the level of responsibility

**GOVERNANCE**

* Supporting the overall practice clinical governance framework in the co-ordination, response and handling of complaints and SEA
* Contribute to production and review of practice development plans and reports and policies
* Monitoring and disseminating information on pertinent information to patients and staff
* Lead and support patient engagement via the website, feedback links and social media apps and support and organise patient group meetings
* Organise and support key management meetings relevant to role

**ORGANISATIONAL**

* Contribute and support the practice in preparation for any Care Quality Commission inspection or meeting.

This is not an exhaustive list of duties and responsibilities and in discussion with the manager the post holder may be required to undertake other duties. The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder

**Person Specification**

**Essential**

\*Good standard of education with excellent literacy & numeracy skills

\*Experience of and success at communicating clearly

\*Experience of working in general practice

\*Experience of working in teams and able to promote a team spirit of working

\*Experience of working with the general public

\*Supervisory/management experience

\*Customer or patient service complaints resolution (written and verbal)

\*Worked in a team

\*Excellent communication (oral and written) and inter-personal skills

\*Strong IT skills

\*Ability to prioritise and work to deadlines in a fast-paced environment

\*Proven problem solving and analytical skills

\*Ability to maintain a positive work environment

\*Be proactive and use own initiative- work to deadlines

\*Able to support, minute and chair practice meetings with admin staff and clinical staff

\*Able to manage change

\*Able to understand and manage conflict resolution

\*Personable and approachable

\*Sensible and able to use own initiative

\*Self-motivated and confident and able to work with minimal direction

\*Ability to work under pressure

\*Sensitive and empathetic

\*Hardworking, reliable and resourceful

\*Diplomatic

**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.