

JOB DESCRIPTION

Title:	Patient Services Manager
Salary:	
Responsible to:	Practice Manager
Accountable to:	Divisional Head of Operations
1. Job Role/Purpose:	
<ul style="list-style-type: none"> To support the Practice Manager in the day-to-day running of the Practice. To ensure the Practice is set up ready for service each day. To ensure the Patient Services team supports the day-to-day running of the Practice. To work with delegated responsibility within the Practice to maintain the area in keeping with the aspirations of Modality and ensure an efficient and quality service is always provided to patients and other service users. The post holder will be expert in relation to Patient Services protocols, policies and procedures. To act as the first point of contact for patient feedback and complaints, resolving them informally where possible and escalating where necessary. To act as first point of contact to manage the Practice building and ensure compliance with relevant legislation. To manage the delivery of Practice clinical services, including effective management of appointments and clinics. 	
2. Key Duties & Responsibilities:	
<ul style="list-style-type: none"> To support the management of the day-to-day Patient Services team, ensuring all resources are available and deployed as required. To undertake appraisals and staff 1-2-1s. To ensure all CQC policies are implemented and fully complied to within Practice and that staff are fully trained and knowledgeable in relation to their requirements. To provide patient services, including greeting patients and visitors. To support the Practice Manager, with delegated responsibility in their absence, in ensuring cover is available in times of sickness, annual leave or in other emergencies, and helping to manage the rota. To ensure payroll details for the Practice team are completed accurately and submitted in a timely manner. To be responsible for smartcard administration and local IT. To participate and provide induction and training to the Practice team when required. To ensure shared learning from individually attended training sessions is cascaded to all members of the Practice team. To ensure information/communications are shared with the Practice team in a timely manner. To support the Practice team with resolving patient issues and ensuring a satisfactory outcome. To ensure that information in Practice is up to date and available in formats suitable for all patients, including information regarding services and how to make a complaint. To manage annual leave requests and monitor attendance for Practice staff. To report any issues concerning capability or which may be disciplinary in nature, in line with Modality policies, to manage with the Practice Manager. To respond to emails and telephone calls in a timely manner. To identify and resolve issues/faults with estate/equipment/cleaning, referring to business continuity plan and where necessary escalating to Practice Manager. Responsible for the day-to-day Health and Safety of Practice, staff and visitors. To ensure the building is opened on time and closed securely at the beginning and end of each working day. 	

- To ensure all equipment used is safe to use, calibrated and PAT tested as required.
- To oversee rota input and planning with Practice Manager.
- To manage petty cash.
- To respond to queries in a timely manner, recording and reporting appropriately.
- To arrange and attend the Patient Participation Group
- To manage the effective running of clinical and non-clinical meetings in Practice, including assisting with attendee coordination, agenda circulation, information gathering and room preparation, visitor meeti and greet and recording as required.
- To manage the practice requirements under the Gold Standard Framework
- To chair internal meetings and ensure accurate recording.
- To oversee ordering of consumables
- To manage incident reporting where appropriate
- To assist Practice Manager with NHS choices feedback and Friends and Family administration.
- To undertake any other duties commensurate with the scope of the role and within your skill sets as required.

NB: This job description outlines the key duties that are expected of you within the role of Senior Patient Services Assistant, acting in the capacity of front-of-house, face-to-face or back-of-house telephonist, although is not an exhaustive list. It may be amended in line with experience, business requirements and as a result of any future organisational change.

3. Other Responsibilities:

Health and Safety

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

Equality and Diversity

- To carry out at all times his/her responsibilities in line with the Modality Equal Opportunities Policy and Procedure.

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives.

Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the Caldicott Guardian and the Data Protection Act 1998 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework.
- To work across Modality sites as required to provide cover for sickness and annual leave.
- To work weekends when required.
- In light of national policy and due the needs of the business it may be necessary for the Partnership to alter the opening hours of the practices. This could incorporate different opening hours and weekend working which may affect when you are required to work. The postholder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

4. KNOWLEDGE, SKILLS AND QUALITIES:

KNOWLEDGE:	<ul style="list-style-type: none"> • NVQ3 or above or equivalent experience • MS Outlook, Excel and Word and other related software packages • Patient Services systems and related procedures and policies • Basic knowledge of HR policies and procedures • Understanding of appraisal process, sickness and absence policies and recruitment process • Basic awareness of Health and Safety procedures • Recent experience in a supervisory role within a GP surgery.
SKILLS:	<ul style="list-style-type: none"> • Customer service orientation • Excellent listening, communication and interpersonal skills • Problem-analysis and problem-solving • Administrative and organisational skills • Ability to follow policies, practices and protocols • Stress tolerance • Ability to handle patients (both on the telephone and in person) who may be angry, upset or distressed • Computer-literate and adaptable in using different software
PERSONAL QUALITIES:	<ul style="list-style-type: none"> • Confident and welcoming demeanour • Professional approach to work • Good telephone manner • Strong team player • Smart appearance • Exercises tact and discretion at all times • Demonstrates initiative to handle any unforeseen events during a shift • Demonstrates flexibility towards new working practices and towards working hours

STATEMENT:

This job description will be agreed between the jobholder and the National Board. It may be reviewed in light of experience, changes and developments.

Post holder:

Manager:

Date: