



Frome
Medical Practice
SUPPORTING YOUR HEALTH

Job Description

Job Title:	Patient Services Manager
Normal Place of work:	Frome Medical Practice
Accountable to:	Practice Manager
Salary Range:	£26,540 - £29,500 dependent on experience.
Job Purpose:	To work as key member Frome Medical Practice operational delivery team. The role will oversee the Care Navigator and Scheduling team to ensure the smooth and efficient day to day running of the call centre and wider meet and greet elements of patient services to provide the best possible patient care and experience.

Main Duties and Responsibilities

Area
1. Smooth running of the call centre and meet and greet service
To ensure the highest quality of service delivery for Frome Medical Practice patients and ensuring resource utilisation matches service demand.
To actively monitor, evaluate and report on service performance ensuring metrics are regularly reviewed to inform and improve service delivery
To work closely with the IT and Information Governance manager to ensure the smooth running of the telephone system and associated software
To ensure data is collected accurately to ensure we optimise performance in areas such as achieving good performance relative to the Quality Outcomes Framework
To contribute to wider practice communication with patients and staff. For example contributing to information on the website, the staff weekly bulletin, and promoting campaigns to patients.
Ensuring the Care Navigators are supported to work seamlessly in the call centre and meet and greet areas.

Work closely with Health Connectors and help support volunteer training at the community information point in the practice

To oversee the work of the Schedulers on a day to day basis, and check in screen rotas meet service requirements. To support this team with changes to the planned programme when required due to sickness or other unplanned events.

2. Collaborative Working

To work closely with the Practice Manager to raise and address any day to day operational concerns that require support.

Working closely with the Patient Services Manager who oversees administration and workflow to ensure the work of Care Navigators who also perform administrative work are monitored effectively.

Regular communication and work with the Medicines Management team to ensure systems and processes align and work to support each other.

Helping to implement campaigns. This might include the annual Flu campaign and meeting of Quality Outcome Framework (QOF) targets for improving patient care.

Working with the IT and Information Governance Manager as detailed in Section 1.

Working with other teams and staff as appropriate. This includes GPs, Nurse Practitioners and other clinical staff to ensure consistency across the practice, and ensure a responsive and joined up approach to patient care

To work with other Patient Services Managers and staff to cover the daily duty phone.

3. Staff Management

To monitor and evaluate the performance of staff by means of regular appraisals, audits, training and development activities necessary to provide a quality service.

To hold team meetings, training and team update sessions

To ensure the Care Navigator team work closely with other teams to ensure the smooth running of the practice

To help support the Management team to improve efficiency and effectiveness of processes to optimise patient care and manage patient demand.

Additional Responsibilities

To attend regular team and operations meetings

To attend significant event meetings to help inform wider practice learning.

To work within, and contribute to practice action plans as part of the wider practice strategy. This will include:

- A focus on helping the practice reduce and manage demand This will include promoting Active Signposting and contributing to the other 10 high impact changes to release time for care
- A focus on helping ensure consistency of practice within the team, and across the service, and working with the operations team to help make improvements where inconsistencies are identified

Health & Safety

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with, safe working practices are adhered to and that any hazards are reported to the appropriate officer immediately.

All post holders are expected to:

- Adhere to practice policies and procedures
- Promote Equality and Diversity in a non-discriminatory way.
- Adhere to the Data Protection Regulations, respecting confidentiality of patients and colleagues and the practice as a whole.
- Maintain personal and professional development in order to maintain their skill levels, participate in the appraisal process and any training and development that is recognised and agreed with Lead Practice Nurse.
- Respect and adhere to corporate and clinical governance principles
- Undertake a Disclosure and Barring Service (DBS) – criminal records and barring list checks
- Adapt to any changes made to the organisation structure/delivery of service
- Work within the operating hours of the surgery
- Work as an integral part of the whole practice team
- Be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

This job description is neither definitive nor exhaustive, and may be reviewed in the light of changing circumstances at a personal or organisational level. Any changes will be made in consultation with the post holder through the appraisal and review process.

Because of the nature of the work, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

Person Specification: Patient Services Manager

Item	Description	E/D	Method of Assessment
Qualifications & Training	Management qualification/s and or equivalent experience	E	Application
Experience	Supervisory/management experience	E	Application/Interview
	Experience of working in a supervisory capacity in a similar type of role	D	
	An understanding of, and experience of call centre management including analysis of weekly metrics	E	
	A good knowledge of primary care services or the ability to demonstrate an aptitude/interest to learn	D	
	Previous NHS experience	D	
	Experience of managing performance data on a daily/weekly basis	E	
	Experience of Health and Safety, risk assessments	E	
	Management of patient/customer feedback	E	
Skills & Abilities	Problem solving – The ability to analyse and solve problems in a logical and efficient manner and to take decisions where appropriate when working under pressure.	E	Interview/application
	Listening The ability to listen well, clarifying understanding through the effective use of questions. Awareness of the key principles of delivering excellent patient service	E	Interview/application
	Computer literacy; Ability to learn new systems and pass knowledge on to others to improve team performance	D	Interview/application
	Rapport- Ability to build this within the immediate team, wider staff and patients to ensure any queries or complaints are resolved appropriately	D	Interview/application
Personal Qualities	Ability to work both independently and as part of a team	E	Interview
	An understanding of the need to work professionally at all times and adherence to the need for strict	E	Interview
	Ability to use own judgement, resourcefulness, common sense to respond to day to day issues as they arise	E	Interview
Other	Flexibility and an ability to work evening hours and occasional sat am working required.	D	Interview

E = Essential, D = Desirable