

## HEDON GROUP PRACTICE – JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Patient Services Supervisor</b>
<b>REPORTS TO:</b>	<b>Business Manager</b>
<b>HOURS:</b>	<b>29 hours per week</b>
<b>SALARY:</b>	<b>Starting salary - £21,569.00 (pro rata)</b>

### **Job Summary**

Responsible for the day to day supervision and management of all reception and administration staff, ensuring that visitors, patients, relatives and staff of the Practice are provided with an efficient service, ensuring that all functions are carried out in accordance with agreed procedures and protocols within appropriate timescales reporting to the Business Manager as necessary.

### ***HUMAN RESOURCES***

- Provide day to day line management for all reception and administration staff
- Review and update all Contracts of Employment, Job Descriptions and all associated documentation on an annual basis
- Ensure that there are systems and procedures in place to promote good staff relations
- To be involved in the recruitment and selection of staff for any vacancies
- Carry out performance appraisals and produce personal development plans for all staff
- Liaise closely with all other members of the Primary Health Care Team
- Maintain Training Logs for all staff
- Arrange training (including all mandatory) as required including Protected Time for Learning events
- Ensure all personnel records are kept upto date
- Induct new staff, complete exit interviews for leavers and carry out 'return to work' interviews
- Provide support to the Business Manager in the event of disciplinary or grievance issues

### ***PREMISES MANAGEMENT***

- Support the Business Manager to ensure adequate maintenance, safety, fire prevention and security of the premises are in place
- Ensure all staff have undertaken appropriate health, safety and fire prevention training
- Monitor and review building and maintenance policies

### ***PRACTICE ORGANISATION***

- Plan, co-ordinate and monitor staff activities to ensure an efficient service to patients and support to the Doctors
- Initiate and participate in new policies and procedures to aid and improve Practice organisation and provision of services to patients
- Plan, co-ordinate and provide GP rotas, monitor effectiveness of such rotas and ensure adequate cover for absence for all members
- Initiate and participate in development of effective systems of communication and co-operation between Doctors, staff and other members of the Primary Health Care Team
- Provide, collect and collate statistics, prepare reports and undertake research as required
- Review, maintain and update all practice policies, protocols and procedures annually
- Record and action National Alerts; Child Protection reports; use of Pen Drives by GP Registrars
- Chair Practice Meetings in absence of Business Manager and take notes as required

### **INFORMATION TECHNOLOGY MANAGEMENT**

- Ensure compliance with Data Protection legislation including General Data Protection Regulations (GDPR)
- To ensure that the Practice has the most appropriate systems and tools to meet its information needs
- To ensure that the Practice complies with all the requirements regarding confidentiality and security of data
- Ensure strict adherence to the Practices Computer Security policies and protocols

### **HEALTH AND SAFETY**

- Ensure compliance with legislation relating to Health & Safety
- Update and maintain Health & Safety Policies and procedures, carrying out Risk and COSHH Assessments
- Organise training on Health & Safety procedures for all members of the Practice team
- Ensure all accidents or dangerous incidents are investigated, recorded, reported where necessary, and any follow-up undertaken
- Assess Infection Control policies ensuring adherence to National and local policies and produce Annual Infection Control statement
- Arrange Health & Safety meetings as required

### **NON-CLINICAL PATIENT WELFARE**

- Develop and implement systems and procedures to ensure adequate provision of services to patients
- Maintain a Complaints System, dealing with all enquiries and complaints from patients, effectively and efficiently to promote patient satisfaction. Maintain a Patients' Suggestion Box and report any recommendations for change
- Participate in the planning, development and implementation of systems and procedures for patient advice and information
- Organise Patient Questionnaires
- Maintain and regularly update the Practice Booklet
- Maintain and regularly update the Practice Web Site and NHS Choices web site
- Produce quarterly Patient Newsletters
- Maintain the database for the virtual Patient Reference Group meetings and share information / surveys as required
- Be aware of CQC compliance and provide support to the Business Manager and Partners in the event of a CQC inspection
- Continually assess and evaluate systems making recommendations for improvements and change to the Business Manager

### **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

### **PERSONAL/PROFESSIONAL DEVELOPMENT**

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 maintaining 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
- Maintain self and team professionalism

### ***EQUALITY AND 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 respects individuals circumstances, feelings, priorities and rights

### ***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
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions to improve and enhance the teams performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

### ***OTHER DUTIES***

- Manage the Practice in line with the aims and objectives agreed with the Business Manager / Partners and approved by them
- Develop and implement any changes necessary to meet new demands on the Practice from internal or external sources
- Maintain a Practice Profile
- Keep abreast of developments and changes by widely reading Management Periodicals
- Ensure own Personal Development by attendance to external training courses and conferences and by networking amongst peers
- The above list of duties is not exhaustive and may be subject to change as deemed necessary