



JOB DESCRIPTION

JOB TITLE: ASSISTANT PRACTICE MANAGER

REPORTS TO: PRACTICE MANAGER

CORE HOURS: 37.5 hours per week (08:00 - 16:30 Monday - Friday)

OVERVIEW

- To support the Practice Manager in the day to day management of the Practice and to deputise in her absence
- To act as IT Lead for the practice
- To manage the PR and communications (internal and external)
- To manage QOF and enhanced services
- To undertake administration and project work as required

MAIN RESPONSIBILITIES

Deputising for the Practice Manager

- In order to fulfil this part of the role, the post-holder will need to be aware of finance and HR guidance and legislation and have good knowledge of Practice policies and procedures.
- To assist the practice manager with administration and project work as required.
- To attend to urgent issues in the absence of the practice manager as required.

IT Systems

As IT Practice Lead you will be responsible for:

- Diagnosing and fixing routine IT problems with software and hardware
- Project plan and manage new software rollouts
- Manage all aspects of the Clinical System and associated software and be able to train other users, both clinical and non-clinical, in the best use of all systems
- Design and run searches, audits and reports as defined by the Partners and/or the Practice Manager
- Management of IT asset register
- Assist the Practice Manager in the on-going development and implementation of the Practice's IT strategy

PR and Communications

- Support and oversee the activities of the PPG
- Create and update all practice leaflets and publications in accordance with AIS standards and GMS contract
- Develop and maintain the practice website and electronic information screen
- Manage all practice surveys including analysis and reporting of results
- Manage internal communications via monthly staff bulletin

Finance

- To manage the QOF process to ensure maximised income including updating templates, recall systems and setting alerts, regular reporting to QOF lead regarding progress and

forecasting outcomes, be proactive rather than reactive to potential problems, training of clinical staff to ensure QOF rules are understood and targets met

- To manage all enhanced services and appropriate claims
- Carry out all ordering of non-clinical stock
- Have a sufficient level of understanding and access to key information to deal with any financial issues in the Practice Manager's absence

General Administration Duties

- Manage the annual leave of the GPs including ensuring adequate locum provision
- Build and edit the electronic appointment diary and duty rota, ensuring a proactive rather than reactive approach to appointment provision.
- To undertake specific assigned tasks, project support, or development/change work which may arise (for example flu clinics, administration for students and trainees)
- Reallocate lab results for absent GPs
- Manage the room diary
- Maintain policies and procedures pertinent to role
- oversee and arrange staff mandatory training
- manage the equipment asset register and arrange servicing, calibration and pat testing as required
- manage the OOA application process
- manage the third party confidentiality process
- manage the clinical alerts and violent patient information

Health and Safety

- To participate and support H&S standards and documentation under the guidance of the Practice Manager.
- Maintain records of incidents, reviews and training in fire prevention, health and safety and basic life support.
- Quarterly reviews of risk assessments.
- To liaise with the Facilities Manager as necessary

Communication

The post-holder will recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

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, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

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 and Professional Development

The post-holder will keep abreast of knowledge and legislation changes pertaining to the role. 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.
- Training requirements will be monitored by yearly appraisal. Personal development will be encouraged and supported by the Practice.

This job description is not exhaustive and may be adjusted periodically after review and consultation in order to meet the changing needs of the practice.

Signed.....

Date.....