



JOB DESCRIPTION

JOB TITLE: PATIENT RELATIONS & OPERATIONS MANAGER

REPORTS TO: PRACTICE MANAGER

HOURS: 37.5 hours per week

MAIN PLACE OF WORK: Willow Tree Family Doctors, 343 Stag Lane, London NW9 9AD

Job Summary:

The main focus of this role is working with practice staff and patients, bringing the two together to in efficient and harmonious partnership and to foster a culture of high-quality patient care.

Your work will be based around the interface of the practice with patients, to train and develop the members of the reception team and to facilitate good team-working and effective two-way communication between the practice and patients, whether in person, by phone, online or correspondence.

You will have HR responsibilities and be involved in aspects of service redesign to optimise ways of working for greatest efficiency and patient satisfaction.

You will be supporting the Reception Manager and the Practice Manager. You will also deputise for some of the roles of the Practice Manager in her absence.

Job responsibilities:

Employed Staff: Training, Appraisal and Reception management support

- You will arrange recruitment of receptionists and administrators: in liaison with the Practice Manager you will manage the process from placing job adverts, selection, interview through to appointment.
- You will ensure the induction training, ongoing training, assessment and development reviews to agreed standards for new staff is well planned and is carried out effectively (you will deliver some of this yourself and build a structure involving other members of the team)
- You will manage an annual appraisal process for all administrative staff.
- You will encourage and facilitate staff development.
- You will help ensure administrative duties are carried out within the practice policies and protocols and help implement new ways or working where appropriate.

- You will help identify processes that require re-design and assist in any process re-design.
- You will support the Reception Manager in creating and operating a regular training programme for the reception team to ensure a high-quality service eg in customer care skills, administrative tasks or implementation of new policies.
- You will support the Reception Manager in monitoring team and individual performance, report to the Practice Manager and make suggestions for improvements.
- You will support the Reception manager to help ensure daily administrative tasks and rotas are working appropriately and smoothly.
- You will liaise with the Practice Manager and Reception Manager regarding staffing levels, skill-mix, deployment of staff and forward planning.
- You will help to ensure team members are aware of policies and protocols and are adhered to.
- You will use tools such as our intranet, training videos and modules and so on to create a learning environment and keep everyone up to date and achieve consistency of knowledge and current issues.

Patient Services and customer care

- You will facilitate delivery of the highest standard of customer care for patients and monitor and report on the quality.
- You will develop and deliver a comprehensive package of induction and training for the reception team to ensure excellent customer care and optimal efficiency in all their tasks.
- You will assist the Reception Manager in monitoring the performance of the reception team members and identifying and helping to improve poor performance, particularly where it impacts on customer care but also in their administrative work.
- You will promptly handle and attempt to solve any patient / reception interface difficulties escalated by the Reception Manager.
- You will acknowledge and log complaints and ensure they are tabled for the next management meeting informing the Practice Manager and any others according to our policies. You will carry out the initial investigation and collect any evidence such as phone recordings and any hand-written notes, so whoever responds has the required information available. You will respond to certain complaints.
- You will manage the Patient Participation Group and be a central point of reference for patients.
- You will help with the running of any other clinical patient groups.
- You will help ensure patient communication is carried out efficiently and politely and that the practice represents itself well to patients at every level of interaction (on the phone, online, in the building)
- You will monitor and report on the various practice work-streams to ensure the practice is functioning optimally at all times and backlogs do not occur.
- You will help ensure the clinical and administrative targets are met to provide high quality care to patients and preserve income streams.
- Where administrative systems have been found to be less than optimal for patient services, you will try to find better, more efficient ways to work.

Communication

- You will facilitate good communication between the Practice Manager, administrative staff, the clinical teams and other members of the primary health care team working at Willow Tree Family Doctors and the local Primary Care Network and wider Borough and NW London Integrated Care Board (which includes local Community and Hospital services).

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. This right is underpinned in law and other regulations and policies which the post holder must become familiar with
- 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

Health & Safety:

The post-holder will implement and lead on the full range of promotion and management of their own and others' health, safety and security as defined in the practice Health & safety policy, the practice Health and Safety manual and the practice Infection Control Policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit, hazard identification, questioning, reporting and risk management.
- Maintain an up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business.
- Using personal security systems within the workplace according to practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business.
- Making effective use of training and update knowledge and skills, and initiate and manage the training of others.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way, free from hazards and initiation of remedial or corrective action where needed.
- Actively identifying, reporting and correcting health and safety hazards and infection hazards immediately when recognised.

- Keeping own work areas and general/patient areas generally clean, identifying issues, hazards and risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers.
- Undertaking periodic infection control training (minimum annually).
- Undertaking regular BLS training
- Routine management of own team/team areas and maintenance of work space standards.

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 is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

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

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

Communication:

The post-holder should 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
- Communicate and liaise effectively with all outside bodies
- Recognise peoples' needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance.
 - Discuss with other members of the team how the policies, standards and guidelines will affect own work.
 - Participate in audit where appropriate.
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