Job Title: Assistant Practice Manager

Reports to: Practice Manager, GP Partnership

Hours: Full time, 37.5hours

**Accountability**

The Assistant Practice Manager will be accountable to the GP Partnership and the Practice Manager for all areas of Operational and Service management.

**Place of work**

The post holder will be required to work at Birchgrove Surgery, which also covers a branch site in Rhiwbina.

**Job Summary**

This role ensures the smooth, efficient, and safe running of the practice on a day to basis, providing leadership and management for the non-clinical staff, and providing mentorship or training where required. Accountable for the management of the practice services, including health and safety, training, production and updating of office protocols and procedures. Working with the partners and Practice Manager to ensure legal and contractual requirements are met, you will ensure that practice is running effectively.

**Job Responsibilities:**

**Organisational**

* Convene staff meetings, prepare agendas and ensure distribution of minutes as necessary.
* Develop practice protocols and procedures, review and update as required.
* Implement Health & Safety policies and procedures and keep abreast of current legislation, with support and advice provided by Croner.
* Support the Practice manager to implement any new Welsh Assembly/GMS contract changes to patient services.
* Maintain and review appointment capacity to ensure it meets demand.
* Co-ordinate and manage any changes to the practice leaflet/website/app.
* Line manage and oversee the administration team.
* Oversee and/or organise annual leave for the reception and admin teams.
* Oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role.
* Support and mentor staff, both as individuals and as team members.
* Routinely monitor and assess practice performance against patient access and demand management targets.
* Liaise with and support the Nurse Manager, Reception Team Leader, and Practice Manager to ensure the practice is running efficiently.
* Support practice-based initiatives, QI projects and implementing changes within the practice.

**Patient services**

* Ensure service development and delivery is in accordance with and complies to local and national guidelines, and meeting GMS contractual obligations.
* Oversee disease registers and ensure they are being run effectively
* Maintain registration policies and monitor patient turnover and capitation.
* Oversee and/or develop repeat prescribing systems.
* Oversee and/or develop and manage an effective appointment system with support from the management team and partners.
* Develop, implement and run an effective complaints management system.
* Guide and support Reception Team Leader to maximise patient satisfaction.
* Set targets and monitoring standards for data entry and data collection.

**IT/Information Governance**

* Oversee Subject Access requests/GDPR responsibilities
* Work with the Caldicott Guardian to ensure that personal data is processed in accordance with the Caldicott Principles.
* Co-ordinate with DHCW for any IT issues and act as point of contact for any staff requiring IT support
* Maintain and complete the Information Governance Toolkit
* Monitor the efficient production of medical and insurance reports, private letters and Subject Access Requests.

**Health and Safety**

* The post-holder will implement, lead and manage on the full range of their own and others’ Health, Safety and Security as defined in the Practice Health and Safety Policy, the Practice Infection Control Policy and published procedures and legislation.
* Support the Infection Prevention Lead to ensure all staff across the Practice adhere to their individual responsibilities for infection control and health and safety using a system of observation, audit, hazard identification, 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.
* Ensure personal security systems with the workplace are adhered to across the practice.
* Make effective use of training to update knowledge and skills and initiate and manage the training of others.

**Health Inspectorate Wales (HIW)**

* Work with the Practice Manager to ensure that the Practice meets the standards laid down by Health Inspectorate Wales (HIW).
* Act as a focal point within the Practice for matters pertaining to HIW standards.

**Other Duties**

* Contribute to the future development of the practice by communicating ideas/patient and staff needs to the Practice Manager/Partners.
* Deputise for the Practice Manager in their absence.
* Undertake any reasonable duties as required of the post.

**GENERAL INFORMATION**

**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.

**Health & Safety**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice Health & Safety Policy, the practice Health &

Safety Manual, and the practice Infection Control policy and published procedures. This will include:

* 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.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Actively reporting of health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role.
* Undertaking periodic infection control training (minimum annually).
* Reporting potential risks identified.

**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.
* 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 recognise 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.

**Contribution to the Implementation of Services**

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect their work.
* Participate in audits.

**Special requirements of the post**

This job description represents an outline of the post and is not exhaustive; it provides an indication only of the scope and range of the duties to be undertaken. The post holder may be required to undertake other related duties not specifically mentioned above. The job description therefore is intended to be flexible and is subject to review and amendment following consultation between the post holder and line manager.