

Patient Services Manager

Closing date: Friday 6th September 2024

Salary range: £29,500 to £31,258 per annum dependent on experience

Full time, 37.5 hours per week.

An exciting opportunity has arisen for a Patient Services Manager to join our friendly, highly regarded surgery in Clifton, Bristol.

This role would suit a dynamic, proactive person with a proven track record of leading a team. As a new post within the surgery, you will have the opportunity to make the role your own and work as part of a cohesive and forward-thinking team.

As a surgery we value collaborative working and support each other to provide high quality patient care whilst encouraging the right work-life balance for all staff.

The ideal candidate will relish the challenge of working in the ever-changing world of General Practice and the NHS. We are looking for a confident, adaptable, caring, resilient individual with excellent communication skills. Our new Patient Services Manager will ensure the practice continues to run smoothly, helping to bring together the different services within the surgery to provide the best possible patient care. Excellent organisational and problem-solving skills are essential, along with a keen eye for detail.

If you have experience of line managing a team and the drive, motivation and commitment to fulfil the needs of our patients, we want to hear from you. In exchange we offer an attractive employment package including NHS pension and ongoing training opportunities.

The shift pattern for the role will be as follows:

Monday – 7.45am to 5.00pm

Tuesday – 8.30am to 2.00pm

Wednesday – 8.30am to 5.00pm

Thursday – 8.30am to 4.45pm

Friday – 1.00pm to 7.00pm

TOTAL: 37.5 hrs per week

Main duties of the job

Working closely with the Practice Manager, Ops Manager and GP Partners you will be responsible for the efficient management of Reception, ensuring all duties are performed effectively, safely and to a high standard. A key part of the role will be developing a comprehensive and supportive training package for new and existing staff to build upon their skills and knowledge base.

Within this role you will focus on team excellence and contribute to improving current systems and processes. You take an active role in improving service provision to our patients by liaising with wider team members within the Practice such as Care Coordinators, Pharmacists, Physios, Nursing Team, IT and actively monitoring availability of appointments.

About us

We are a large NHS GP surgery based in Clifton, Bristol. The practice has approximately 19,800 patients. Founded over 50 years ago, we value continuity and confidentiality and have a well-established reputation in the local community. We are also a teaching practice with a

strong commitment to research and are always looking to improve services for our patients' benefit. In addition, we form part of the Healthwest Primary Care Network.

JOB DESCRIPTION

Reception Team:

- Supporting effective patient care through line-management of the Reception Team.
- Ensuring that all incoming patient communications via phone, face to face and Patient Triage requests are dealt with efficiently, safely and appropriately.
- Supporting staff development and promoting best practice within the Reception Team by creating induction plans, implementing training programmes, carrying out relevant ad hoc training following the introduction of new processes and procedures, and monitoring performance.
- Encouraging and supporting personal development of members of the Reception Team, helping to create variety in their daily workload.
- Conducting staff inductions, appraisals, 1-2-1's, return to work, recruitment and interviewing of new team members, and probationary reviews
- Organising the team rotas – ensuring that all holiday, sickness and any other periods of absence are appropriately covered, managing overtime and sickness, and dealing with leave requests.
- Addressing any performance management issues within the Reception Team with support from the Ops Manager.
- Convene regular Reception Team meetings. Prepare agendas, minutes and report back on matters arising.
- Promoting a positive and motivated workforce culture.

Patient Services:

- Be the first point of contact for all patient concerns and manage them effectively to reduce the potential of it leading to a complaint, intervening with patient/Reception team interactions where appropriate.
- Escalating any complaints to the Complaints Team.
- Supervise, coordinate and undertake care navigation and administrative duties to provide a high standard of service to our patients. Deal with first line enquiries from patients, relatives, staff and wider healthcare professionals.
- Representing the Reception team at all levels.
- Working closely with administrative, clinical and PCN staff to maximise efficiency and ensure a first-class patient experience.
- Regular link with clinical teams to ensure suitable appointment availability, highlighting gaps as appropriate.
- Planning and developing efficient and effective systems for patient communication and ensuring patient services are coordinated and managed in a cohesive way.
- Supporting the Senior Management Team and GP Partners in maintaining, reviewing and updating appropriate patient services policies and procedures, including patient navigation software.
- Taking a lead role in any redesign and development of Patient Services. Assess the team's current processes and protocols and proactively suggest improvements, aiming to provide the highest standard of patient care.
- Read, review and cascade to teams key information arising from both internal and external sources.
- Support the Senior Management team in compiling practice reports and practice development plans and processes as required.

- Liaison with the Patient Reference Group, issuing updates, attending meetings and promoting membership amongst the wider Practice population.
- Ensuring call screen in waiting room is kept up to date with relevant information and liaising with teams about seasonal campaigns. Delegation of task to Senior Patient Coordinators where appropriate.
- To support the practice to ensure compliance with its statutory and regulatory obligations, such as but not limited to, the Care Quality Commission and Data Protection Act 2018 (GDPR).
- Ensure that staff work with confidentiality guidelines, paying particular attention to the Data Protection Act, Caldicot Principals, and the NHS Code of Practice.

Duty Manager:

- To be the first point of contact for on the day issues, such as staff sickness, rota issues and offer general support if anyone is struggling.
- Sort maintenance issues e.g. broken lift, blocked toilet etc. by contacting relevant contractors where appropriate.
- Assist with any patient issues that may need escalating.
- Duty Manager role is shared across the Duty Manager Team throughout the week, each covering either an AM or PM session.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	DESIREABLE REQUIREMENTS
<p>Knowledge & Experience:</p> <ul style="list-style-type: none"> • Good general education with excellent literacy and numeracy skills. • Experience of maintaining and manipulating computerised and paper-based data/information. • Experience of working in a similar environment. • Experience of leading/managing a team (min. 3 years). <p>Abilities & Aptitudes:</p> <ul style="list-style-type: none"> • Ability to handle face to face, online and telephone enquiries in a professional manner. • In communication, ability to assess any given situation and to respond in an appropriate manner, with a high degree of empathy, tact and diplomacy. • Ability to identify areas for improvement and the drive to effect change. 	<p>Knowledge & Experience:</p> <ul style="list-style-type: none"> • Experience of working in a GP Practice or NHS environment. • Experience with EMIS/AccuRx/Patient Triage, or similar systems. • Leadership and Management Diploma Level 3. • Experience of working in a service orientated environment. <p>Abilities & Aptitudes:</p> <ul style="list-style-type: none"> • Aptitude to adapt working style to meet the needs of the patient. • Aptitude to use standard office equipment efficiently. <p>Other Job-Related Requirements:</p> <ul style="list-style-type: none"> • Enjoys problem-solving

<ul style="list-style-type: none">• Ability to organise and prioritise, and to adhere to deadlines and targets.• Ability to handle information securely and confidentially.• Ability to work cooperatively as part of a team and autonomously.• An understanding of the requirements in shaping the image of a customer orientated organisation, when working as a 'first point of contact' member of staff.• Strong customer service skills.• Ability to work on own initiative dealing with confidential issues.• Able to work efficiently and with a great degree of accuracy. <p>Other Job-Related Requirements:</p> <ul style="list-style-type: none">• Flexibility in relation to working hours	
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How to apply

Please apply by submitting your CV with a covering letter to:

Yvette Whiffen, Ops Manager

Yvette.whiffen@nhs.net

Your covering letter should detail why you are interested in the role and how you meet the person specification. Should you have any questions before you apply, please contact Reception on 0117 973 3790 and ask to speak to Yvette Whiffen.