

Elm Tree Surgery

22B Westbury Street, Thornaby, TS17 6PG

Practice Operational Manager

Elm Tree Surgery is a 4 partner innovative and forward-thinking GP Practice, located in Thornaby, Stockton-on-tees.

We have an exciting opportunity for an accomplished, experienced and highly motivated Practice Operational Manager, with a passion for improving patient experience, care and people management, general practice experience and with experience of managing a covid vaccination programme to join our GMS Training practice with a list size of just under 7000.

The focus of the role will be on the effective operational day to day running of the Practice, staff management, patient engagement, supporting the delivery of high standards of quality care for our patients, and delivering a covid vaccination programme, in addition to working with the Management & Partnership to deliver and implement the Practices objectives, contractual requirements and long-term strategies.

Applications and further queries only too: Sheikh Ellahi email: hstccg.elmtreesurgery1@nhs.net

Closing date: 14.1.22

JOB DESCRIPTION

Job Title: Operational Manager

Reporting to: Practice Business Manager & Partners

Responsible to: Practice Business Manager (PBM)& the Partners

Hours: to be negotiated

Rate: per hour (dependent on experience)

Practice Objectives: To provide accessible, prompt and professional health care for patients attending Elm Tree surgery

Job Holder's Objectives: To efficiently manage the every-day running of the practice, ensuring the practice objectives are met. To manage all staff within their job descriptions and to ensure that performance meets satisfactory standards.

Working Conditions: Reception and office based non-smoking environment

KEY RESPONSIBILITIES

1. To support the PBM in the execution of their role and especially in the absence of the PBM.
2. To be responsible for the day -to day management of all staff and team leaders.
3. To support the IT manager in the administration of the Clinical System and other software
4. To provide first point of contact for all premises issues, costing works and reporting to the PBM.
5. To work with Partners on the production of performance and quality standards within the practice
6. To support the Partners at all times.
7. To be responsible for Health and Safety within the surgery.
8. To support the delivery of COVID vaccines to patients in led vaccination sessions. Have previous experience of entering information onto Covid Vaccination clinical and reporting systems.

CORE PRINCIPLES

To ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work

To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times

To follow procedures to ensure compliance with the Data Protection Act 1998 & GDPR

To follow all practice protocols concerned with the maintenance of ethical practice.

To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety

To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity

To contribute to a culture of continuous improvement

To deal with complaints promptly and according to organisational protocol

To perform duties to standards required by the practice in accordance with quality assurance

To demonstrate commitment to Continuing Professional Development

To demonstrate computer literacy

PRACTICE BUSINESS MANAGER (PBM) SUPPORT

Deputise for PBM in their absence at Practice and Staff meetings, taking minutes, typing them and actioning any points thought necessary by the Partners or the PBM; updating PBM on their return.

Open incoming post and deal with those matters which are within the post holder's remit, the remaining items given directly to the PBM on their return or the partners if urgent.

Type up minutes and any other letters as instructed, to timescales as laid down Support the PBM in any other duties that are within the scope of the grade.

Be prepared to attend training courses where these are thought necessary to enhance the post holders skills and performance.

To acknowledge complaints within two working days of their receipt as per practice policy and assist in investigation of, and response to each complaint alongside the Practice Business Manager

Ensure staff deal with Access to Records requests as per practice policy.

HUMAN RESOURCES, RECORDS AND TRAINING

To keep up to date with all employment law and new legislation.

To aid with the recruitment, induction and training of new staff.

Undertake staff reviews and appraisals as required.

Keep accurate records of all staff annual and sickness leave and to provide information for payroll purposes each month. (payroll in the absence of the PBM)

Organise staff rotas to ensure adequate staffing levels.

Monitor and record all staff authorised overtime, passing time details details to PBM.

Be responsible for recording and maintaining the vaccination status including Hepatitis B, Influenza, Covid Vaccination status of all staff, ensuring this is always current.

Maintain an accurate log of resuscitation training of all clinical and non-clinical staff and arrange training every year. Maintain an accurate log of e-learning training of all clinical and non-clinical staff and arrange training every year.

To liaise and regularly meet with any Team Leaders to ensure completion of any tasks as set by the PBM in good time for deadlines set.

Take part in performance review meetings and be involved in disciplinary and grievance proceedings as required by the PBM and in accordance with Practice policy

IT SUPPORT AND DATA QUALITY.

Support the practice in any IT matters in the administration of the Clinical System and other software.

Be responsible jointly with the IT Lead and PBM for IT System

To provide support, advice and training for current and new practice staff in the use of the Clinical System.

To liaise with NECS IT support department to resolve other hardware and software issues.

Ensure that DES and LES performance data is recorded in retrievable form and that this data is robust, prior to presentation to the PBM and then for onward submission

Monitor and instruct IT Lead in developing and updating the Practice Website and Practice Clinical System

PREMISES AND EQUIPMENT

To be responsible for the general upkeep of the premises, costing reparations and presenting these to the PBM & Partners as requested and within the requested timeframe.

To annually review maintenance contracts held with outside organisations two months before renewal dates, to include quotes from other providers and preparing comparison information for the PBM in time to make changes if appropriate

To undertake premises Risk Assessments as laid down in Standard Operating Procedures and to bring to the attention of the PM any matters arising from them and then to implement any changes required, according to timescales given to them.

Organise annual inspections and calibration checks, ensuring documentation is up to date and reporting faults to the PBM, along with quotations for remedial actions.

Maintain the Petty Cash is monitored and recorded appropriately.

PERFORMANCE AND QUALITY INDICATORS

To be aware of national, local and practice quality standards for chronic disease management.

To provide support to clinical sub groups in correctly identifying and targeting patients for assessment and treatment.

To ensure staff are aware of the importance of maintaining disease registers and assist in the validation process.

To provide advice and support for clinical sub groups and to produce regular reports to the PBM on the progress of these groups in achieving their targets.

To assist in the production of information for clinical audit as requested by any members of staff.

To support NHS England to validate patient information, performing regular checks and quality audits.

To take part in significant event auditing meetings, leading sessions when required and ensuring that learning outcomes are addressed and followed through with the appropriate staff.

To report on DES and LES achievement to the PBM

SUPPORT FOR THE PARTNERS

The post holder will research, monitor, produce and/or type any documentation for the Partners that pertains to clinical and administrative matters related to the practice. These will be presented in a neat and timely fashion to deadlines provided specific to each occasion

HEALTH AND SAFETY

Be responsible for the ensuring the H&S manual is up to date and compliant with current legislation and implementing any changes within one month of notification.

Undertake and co-ordinate regular risk assessments and document these on a quarterly basis.

Ensure staff are trained in their responsibilities in H&S.

Changes in the H&S legislation and the implications for the Practice are brought to the attention of the PM.

Act as practice Fire Officer, organising monthly fire drills and documenting these accordingly

GENERAL DUTIES

Monitor and update the practice leaflet as changes occur and as directed by the PBM

Dealing with all telephone calls professionally (with care, civility and efficiency)

Ensuring confidentiality is maintained whilst receiving and making telephone calls.

Receiving and making and transferring telephone calls as required.

Taking messages as appropriate and ensuring the message is passed on to the appropriate member of the practice or associated organisations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required.

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Ensuring that the system is operational at the beginning and end of each day in accordance with practice protocol. This includes changing the answer phone message to reflect services, for example, emergency only or out of hours services.

CONFIDENTIALITY GENERAL DUTIES

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. This duty of care extends beyond the term of any position within the Practice.

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 recognizes 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

Demonstrating skills and activities to others who are undertaking similar work and maintain a personal record of personal development.

Sharing knowledge and good practice from outside learning within the wider team

Working with management on any new training requirements

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 in a timely and professional manner

Communicate effectively with patients and carers

Recognize people's 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

OTHER

To carry out other duties that are required within the role as it evolves within the development of the organisation

FLEXIBILITY

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.