

SPRINGFIELD HOUSE MEDICAL CENTRE

Deputy Practice Manager

Job Description

Job Title:	Deputy Practice Manager
Responsible to:	The Practice Managers and Partners
Hours per week:	Full Time

MAIN DUTIES AND RESPONSIBILITIES

- To assist the Practice Managers to carry out their role
- Effective communication of practice policies and procedures
- Effective implementation of the Health & Safety at Work Act
- Effective implementation and compliance with CQC Essential Standards
- To have a firm understanding of the EMIS clinical software programme and associated partner products (e.g. DOCMAN)
- To communicate with outside agencies on behalf of the Practice
- To enforce the Data Protection Act
- To act as Training Officer undertake training and development of staff on a regular basis
- To deal with patient complaints and adhere to the Practice Complaints Protocol
- To ensure continuity by implementing this role across all sites within the organisation

SPECIFIC AREAS OF RESPONSIBILITY

Human Resources

- Assist with the advertising & recruitment of staff
- Develop good working relationships with staff
- Communicate practice policy to staff
- Co-ordinate staff training
- Assist with the organisation of staff social events
- Develop and review Health & Safety policies
- Assist with the maintenance of professional compliance registers, ensuring DBS checks are carried out and compliant, maintenance of all training records

Administration

- Ensure that all administration is returned within deadlines given
- Keep accurate records
- Monitor NHS email accounts for Practice Managers and any Practice 'generic' email accounts
- Develop protocols in conjunction with the Practice Managers and relay these protocols to the staff as required
- Receive and deal with any complaints in accordance with the Practice Complaints policy
- Collect and collate cash receipts inwards (prescriptions / invoices)
- Collate monthly Extra Hours returns.
- Ensure Enhanced Services claims / returns are completed accurately and within deadlines
- Conduct Risk Assessments and audits
- Implement the administration of medicines management audits and requirements

Contractual performance, quality and clinical effectiveness

- Support the implementation of quality standards for long term conditions, identified patient groups and all other quality programmes including prescribing.
- Plan and implement practical, consistent and relevant methods to enable the practice to meet all upper achievement levels.
- Provide support to clinical teams in correctly identifying and targeting patients for assessment and treatment.
- Ensure the practice disease prevalence is maintained at suitable levels.
- Ensure all staff have the skills and knowledge to support the entry and maintenance of high quality data for the practice.
- Support the clinical team with regular progress reports in relation to required achievement levels.
- Work with CCG/other commissioners to validate patient information, performing regular checks and quality audits as required.
- Deputise for the Practice Manager on clinical quality, claims, service activity and performance matters in his/her absence and/or when requested.
- Download, install and implement changes to the Electronic Prescribing System.
- To provide support advice and training for current and new practice staff in the use of the clinical system when required.

Management of risk

- To support the overall practice clinical governance framework.
- Monitoring and disseminating information on safety alerts and circulars
- To support the lead prescribing GP partner in the delivery of safe, cost-effective prescribing according to national guidelines and local requirements.
- Maintaining the significant event, serious untoward incident, complaints and safeguarding databases.
- Significant event and serious untoward incident reporting with completion of any relevant resulting actions – also resulting from complaints investigations.

Information Technology

- Update the Practice Website as directed
- Keep abreast of changes in the clinical software
- Develop a firm understanding of EMIS and its application
- Liaise with EMIS regarding updates and day to day support
- Deal with IT issues and report problems where appropriate
- Carry out searches / audits of patient data
- Support and train staff in connection with the computer system
- Responsible for ensuring the quality and management of EMIS or any subsequent/replacement clinical system.
- Obtain and keep up-to-date with EMIS and all clinical system changes.
- Ensure clinical templates are current, available and work with up-to-date information fields.
- Ensure all staff have access to and use letter templates, referrals and other EMIS forms in a standard way as set out in the practice policies and procedures.
- Ensure all clinical data submissions for QOF, enhanced services and other reporting requirements using CQRS, GPES, ImmForm, Open Exeter are completed and all other relevant data submission and extraction systems.
- Ensure up to date access to CQRS, ImmForm, Open Exeter and that GPES and other extraction systems are available and operational.
- Support reviews of acute admissions, OOH activity, high risk patients and long term conditions and any other analysis via audit.
- Perform prescribing, CCG, national and internal audits as required.
- To support the practice team in the and recording of appropriate follow-up of lab results, hospital DNAs and 2week referrals and all other relevant data .

Clinical Audit

- The post-holder will support the clinical and operational leads through regular audits of both clinical and service administrative processes, review and dissemination of results and the planning of service improvements to deliver patient benefit.

Liaison

- Provide channels of communication between the partners and staff and vice versa
- Communicate on behalf of the practice with outside agencies and community staff
- Assist or organise social events within the practice
- Develop relationships with other local managers
- Represent the practice when required
- Attend meetings on behalf of the practice
- Keep abreast of CCG developments

Buildings

- Assist with ensuring compliance with the HASAW Act
- Report maintenance issues to the Estates Department
- Act as a point of contact for workmen
- Carry out risk assessments

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practice.

Created : 4th October 2017
Planned review date for Job Description : 4th October 2018