



JOB DESCRIPTION

JOB TITLE:	Deputy Practice Manager
REPORTS TO:	Practice Manager
SALARY:	£32,000 - £39,000 per annum pro rata (based on 37.5 hours a week) + NHS Pension (with annual pay reviews thereafter). Equivalent to Band 6 Agenda for Change.
HOURS:	Monday-Friday 30- 34 hours (with a commitment to additional hours & training as necessary)

Practice Profile:

The Doctors and staff at Western Vale Family Practice are proud to offer a welcoming environment and a high standard of patient-centred healthcare. We are a friendly, positive and forward-thinking practice.

Our main site, which is also our main administrative centre, is based in the health centre in Cowbridge and we have branch surgeries in Llantwit Major and St Athan. We have 11,800 patients and the Practice is continuing to grow.

We currently have 9 Doctors, 2 Pharmacists, a Nursing team and a team of management, administrative and reception staff.

We also undertake the vocational training of new General Practitioners, Medical Students and Nurses.

All our staff, at all times are expected to behave in accordance with the Practice values;

- We **Care, Respect** and treat our patients and colleagues with **Kindness**;
- We **Trust** one another; and act with **Honesty**
- We take **Personal Responsibility**

As a Practice we aim to ensure that staff are appropriately trained and confident in the work they do and we provide opportunities to continuously learn, develop, gain job satisfaction and reach their full potential.



JOB RESPONSIBILITIES

Management

- **Support the Practice Manager** with the operational management of the Practice across the three sites, thereby assisting with the smooth running of the practice
- **Deputise for the Practice Manager** in their absence
- **Provide leadership and guidance** for the Practice Administration Team, which includes:
 - **Administration hub** - responsible for registration of new patients including My Health Online accounts, managing and actioning emails coming into the practice admin email account, actioning forms received from the practice website and reading all mail coming into the practice (both electronically and in paper format), read coding pertinent information and allocating to clinicians if actions are required and maintaining the child health surveillance system and smear non-responders
 - **Finance Administrator** - responsible for completion of the Enhanced Service claims, monitoring and supporting the Practice Manager with claims, invoices and reconciliation of the accounts software
 - **Medical Secretaries** - responsible for the co-ordination of referrals to secondary care on behalf of the clinicians, medical/insurance reports and patient subject access requests.
- **Produce weekly multidisciplinary rotas** for the three sites (GPs, Nurses, Trainees, Allied Health Professionals) including requirements for daily GP On Call and weekly Teaching duties, whilst taking into account all leave, training and any other issues which need to be included or may impact on the rotas. Ensuring that all three sites have adequate cover and developing solutions to maintain safe staffing levels where necessary
- **Administer the Practice appointment system** based on the weekly rotas, ensuring that appointments are available to book four weeks in advance
- **Manage and develop the master rota** and master appointment structure, adapting based on any agreed changes within the Practice. Provide feedback to Partners and Practice Manager re any areas of concern in relation to rota management



- **Approve annual leave requests** for Partners, clinicians and the admin hub (via BrightHR), ensuring that there are no conflicts in terms of leave and liaising with team members as necessary
- **Maintain and monitor training needs** for all clinicians and administration staff
- **Act as a role model to staff**, supporting, motivating and promoting good staff relations
- **Ensure all Practice policies and protocols** within the Employee Handbook are understood and adhered to, support with the investigation and management of any concerns. Ensure that the administration team is compliant with Information and Clinical Governance policies
- **Support with the investigation of any concerns** which relate to the administration team and provide a suitable response to the Practice Manager
- **Manage the recruitment, induction and training** of all new administration team members
- **Lead administration team staff reviews** and appraisals
- **Ensure that the 'Bright' HR software is up to date** for the clinicians and administration team including changes to work patterns, contracts, annual leave and sickness
- **Resolve any building issues** to the best of your ability, signposting to support services when appropriate
- **Manage the administration and co-ordination of the annual influenza campaign** and the successful vaccination of at-risk patients and all patients age 65+ (circa 4,000 patients per annum), with the support of the practice multidisciplinary team. Ordering vaccines for the upcoming flu season following Welsh Government guidance, using various methods to engage and communicate with patients to encourage uptake.

Service Improvement

- **Project manage quality improvement** and service change/development initiatives
- **Support the Practice in terms of analysing and managing patient demand and capacity.** Present solutions, implement change and monitor impact
- **Support the development of the Western Vale Cluster** by attending and participating in meetings/training and the practical development and operational implementation of services across the GP Cluster E.g. Urgent Primary Care Hub, Physiotherapy and Mental Health.



IT/Data

- **Support the Practice with the effective use of the clinical system** and other IT programmes. Ensure systems are regularly updated and running the latest versions including downloading the latest clinical audit programmes and clinical templates. Ensure IT security and IG compliance at all times
- **Liaise with IT support/specialists proactively and reactively.** Responding and supporting resolution of local IT issues where appropriate
- **Set up all new users with IT accounts** - NADEX, e-mail, Vision/v360, Docman, WCCG and GPTR accounts
- **Create and run reports as requested**, develop searches and audits on the clinical system
- **Ensure that all clinicians and staff are accurately read coding**
- **Attend IT meetings** on the Practice's behalf and cascade any learning to the wider Practice
- **Project manage IT developments/changes.**

Communication

- **Act as one of the primary points of contact** for the UHB, Cluster, contractors, community suppliers and other external stakeholders, in the absence of the practice manager
- **Support co-ordination of the Practice admin e-mail** ensuring that the administration hub responds to and co-ordinate e-mails appropriately
- **Provide a focal point of communication** between patients, doctors and other practice staff. Ensure the administration team is aware of any Practice developments which impact on them and understand why
- **Liaise with patients** in terms of feedback and concerns with a view to de-escalating situations (including complaints)
- **Respond to patient queries** in person, telephone and via e-mail
- **Support effective communication** across Practice sites with regular team meetings and updates
- **Attend, present and participate at Partners and Practice meetings** and training events
- **Support the Practice Manager with website development** and effective use of social media for patient education campaigns.



Trainees

- **Act as the key management point for trainees**
- **Co-ordinate placements**, rotas, support for trainees which can include Medical Students, Foundation year Drs, GP Registrars, Pharmacists and Practice Nurse trainees
- **Support an effective practice induction and training programme** for all trainees and staff
- **Monitor, report and manage trainee absences**
- **Liaise with Practice mentors, trainers and trainees** on a regular basis to ensure the trainees are happy and fulfilled in their placement and are receiving the right level of support

Governance

- **Support with business continuity systems** and processes responding to any issues in the Practice Managers absence
- **Support the overall practice clinical and information governance framework**
- **Support compliance with the Practice contract** and other service requirements
- **Assist with the implementation and monitoring of all Enhanced Services**
- **Ensure Health & Safety standards are maintained** across the Practice and that any incidents are reported, and any estate maintenance issues are addressed effectively as appropriate
- **Support the Practice Manager in the reviewing and updating of all practice policies** and procedures.

Administration

- **Support with administration duties** where necessary ensuring the Practice has effective administrative systems
- **Support the Practice Chronic Disease annual recall system**
- Complete and submit the quarterly childhood immunisation returns

General

- **Offer flexibility** to cover annual leave or sickness of colleagues in the Management and Administration functions
- **Project a positive, confident and friendly image** to patients and visitors at all times



- **Respond well to work pressures and use own initiative**
- **Support the ongoing development of the Practice**
- **Undertake any other duties** as requested by the Partners or Practice Manager.

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 on a strict need to know basis and 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 Data Protection Act, General Data Protection Regulations, 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 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 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:

- Mandatory e-learning
- 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 patient's 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 respectfully and effectively with all patients, carers, staff and Partners
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation and development 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 discussions on how to improve systems and processes.



Person Specification

Specifications	Essential	Desirable
Qualifications/Training		
Educated to Degree standard or equivalent experience	Yes	
Management and/or Administration	Yes	
Project Management		Yes
Quality Improvement		Yes
Evidence of recent continuous professional development	Yes	
Experience		
Experience of managing a team and associated HR	Yes	
Experience of Administration work	Yes	
Experience of dealing with the public / patients	Yes	
Experience of General Practice, or the National Health Service		Yes
Knowledge		
General Data Protection Act, Patient Confidentiality & Clinical Governance	Yes	
Experience of Microsoft Office software	Yes	
Experience of working with clinical systems		Yes
Knowledge of NHS, Primary and Secondary Care Services		Yes
Knowledge of Employee and Health & Safety Regulations	Yes	
Skills		
Strategic thinker	Yes	
Excellent interpersonal skills and the ability to communicate with a diverse range of people	Yes	
Ability to motivate, train and mentor	Yes	
Problem solving and using initiative	Yes	
Excellent literacy and numeracy skills	Yes	
Ability to prioritise, delegate, and work to tight deadlines		
Excellent keyboard and computer skills and the ability to use email and internet	Yes	
Presentation/Report writing skills (verbal and in writing)	Yes	
Accuracy and attention to detail	Yes	
Excellent time-management skills	Yes	
Personal Attributes/Qualities		
Positive role model	Yes	
Integrity, Kindness, Respect and Honesty		
Cooperative and conscientious	Yes	
Confident and able to work under pressure and deal with difficult and emotive situations	Yes	
Self-motivated – able to use own judgement and common sense	Yes	
Able to work in a changing environment	Yes	
Able to work independently and as part of a team	Yes	



Solution focussed	Yes	
Other		
Disclosure Barring Service Check (DBS)	Yes	
Flexibility around working days and hours	Yes	
Maintains confidentiality at all times	Yes	
Full UK driving licence	Yes	
Welsh Speaker		Yes