

Montgomery Medical Practice

Service Delivery and Practice Management Support Officer

Job Title	Service Delivery and Practice Management Support Officer
Line Manager	General Manager
Accountable to	The Partners
Hours per week	37 (Mon-Fri)

Job Summary

To support the Partners and Management team in the effective administration and management of the practice. The Service Delivery and Practice Management Support Officer will work under the direction of the General Manager and Partners, striving to enhance several key systems in both clinical and administrative areas. The Service Delivery and Practice Management Support Officer will also champion ED&I, SHEF, Quality & CI, Confidentiality, Collaborative Working, Service Delivery, Learning and Development, promoting a positive working environment.

Mission Statement

To ensure that the patients of Montgomery Medical Practice receive the highest quality of care within the resources available.

The primary and secondary responsibilities for this role are detailed as follows

Primary Responsibilities

The following are the core responsibilities of the Service Delivery and Practice Management Support Officer. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

- a. Supporting the Partners/Management team as required with projects, systems, and procedures
- b. Undertaking tasks as directed by the General Manager in areas of change management and continuous improvement
- c. Providing key performance information as requested
- d. Monitor, complete and delegate work as appropriate in relation to QAIF, Enhanced Services and the GMS contract (Including searches, claims, recalls and audits).
- e. Provide administrative support for compliance registers, supporting the General Manager, ensuring DBS checks are conducted
- f. Coordinating the practice diary, ensuring meetings are scheduled appropriately
- g. Coordinating internal and external meeting arrangements, preparing agendas and producing minutes for meetings
- h. In conjunction set and monitor performance targets, identifying areas for improvement to enhance patient services
- i. Support the practice with succession planning
- j. Manage asset registers as directed
- k. Coordinating practice finance, reconciling payments, chasing any outstanding payments, and raising invoices as needed.
- l. Payment functions such as salary calculations, PAYE, Staff pensions.
- m. Support the General Manager in the reviewing and updating of practice policies and procedures
- n. Acknowledge and deal with donations into the practice

- o. Monitor and disseminate information on safety alerts and other pertinent information.
- p. Oversee the usage of Teamnet, trying to maximise input
- q. Project Manage IT within the practice (Attendance at user group meetings/maintain the practice website & facebook page/MySurgery App lead/WCCG super user/AccuRx/Iplato/Audit+)
- r. Undertaking general tasks as directed by the Partners/Managers

Secondary Responsibilities

In addition to the primary responsibilities, the Service Delivery and Practice Management Support Officer to the General Manager may be requested to:

- a. Deputise for the General Manager in their absence (including covering complaints and reading and dealing with emails)
- b. Act as the primary point of contact for NWSSP, PtHB, community services, suppliers, and other external stakeholders in the absence of the General Manager
- c. Assist with the recruitment of staff as requested by the General Manager
- d. Support the management team with CI and change initiatives
- e. Coordinate all staff absences, maintaining an effective absence register
- f. Represent the practice locally as required
- g. Maintain a working knowledge of PtHB/PHW/NWSSP initiatives

Generic Responsibilities

All staff at Montgomery Medical Practice have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I create an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery. Induction training is provided.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Montgomery Medical Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Montgomery Medical Practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.