

JOB DESCRIPTION

DEPUTY PRACTICE MANAGER

REPORTS TO

Practice Manager (PM)

JOB SUMMARY

To act as a focal point of communication between the GPs, Practice Manager, other clinicians and the admin team.

To deputise for the practice manager when that person is absent.

To ensure administrative and clerical duties within the Practice are carried out within the Practice's guidelines and policies.

JOB RESPONSIBILITIES

Finances

- Receive, record and process all creditor invoices.
- Work with the PM to ensure all practice bills are paid on time.
- Oversee petty cash transactions and records with monthly reconciliation.
- Monthly records for counter receipts.
- Banking of cash and cheques.
- Oversight of the Surgery invoices with progress chasing of overdue items and matching payments to the record.
- Complying with Surgery process for the recording of all Open Exeter, and other payments.
- Maintain ledgers and operate any computer system utilised in that role.
- Participate in annual exercise to collate evidence for the accountants.
- Ability to run the payroll in the absence of the PM.

Access to Patient Records

- To receive and record all requests from patients and duly authorised third parties under the Data Protection Act 1988 and the General Data Protection Regulation (GDPR).
- Maintain a log of requests and copies of all communications.
- Process all requests to ensure deadlines are met while ensuring strict adherence to confidentiality guidelines.

Patient Complaints and Compliments

- To act as an initial point of contact for all patient contacts and comments.
- Receive, log and initial processing of patient complaints. Liaise with NHS England when necessary.

- Compile evidence and initial response to complaints.
- Submit annual complaints returns.

HR

- Receive and process requests for holidays
- Record staff sick leave
- Produce annual report to reflect level of sick leave
- Maintain staff personnel records
- Oversight of the training function and records.
- Assist with the administration of any recruitment
- Participation in staff appraisals.
- Maintain training records, personal development plans and arrange appropriate training.
- Provide support in any staff disciplinary matters including liaison with HR providers.

Care Quality Commission

- Assist Practice Manager with terms of compliance
- Assist Practice Manager with ensuring that the Practice is compliant for inspection

Health & Safety

The post-holder will assist in promoting and maintaining health and safety as defined in the Practice Health & Safety Policy, to include:

- Risk assessments to identify any risks involved in work activities and taking measures to manage those risks
- Reporting potential risks identified
- Maintaining H&S records.
- Making effective use of training to update knowledge and skills

Confidentiality

- In the course of seeking treatment, patients allow the surgery to gather sensitive information in relation to their health and other matters. It is essential that staff respect their privacy and act appropriately.
- Ensure the practice adherence to the Caldicot rules and all applicable legislation
- In the performance of the duties the post-holder will access confidential information relating to patients and 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

General Management

- Oversight of the Admin team operation. With rotas, overtime, sickness and holidays.
- Training, both mandatory and vocational. Plan and implement training plans.

- Represent the surgery at meetings as required.
- Maintain self and team professionalism
- Compile devise, revise and maintain practice policies and documents.
- In conjunction with the PM plan and minute all internal meetings, as directed.
- Deal with any problems reported by other members of the health care team specifically relevant to the role of PM.
- Keep the health care team informed of any matters arising as necessary, or as requested by other members of the health care team
- Keep the PM informed of any matters arising or problems / potential problems

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 recognises 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.

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
- Participate in Significant Event Analysis (SEA) as necessary
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

Effective communication within the team are important and the post holder will:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

- 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 audits where appropriate

Any other duties that may be required following discussion and appropriate training