

**VALE MEDICAL GROUP**  
Long Clawson, Stackyard & Woolsthorpe GP Practice  
Long Clawson Pharmacy

- Job Description:**           **GP Practice Operational Lead (new post)**
- Hours:**                   **Min 30 to 27.5 hours per week**  
Must be able to work between the hours of 8am & 6.30pm
- Salary:**                   **VMG Level 4 (pro-rata for part time)**
- Reports To:**             **Practice Manager**

**Job summary:**

Responsible for the day-to-day supervision of all reception staff and associated functions, including the repeat prescribing and the clinical system, ensuring all functions are carried out in accordance with agreed procedures, protocols and time-scales, and reporting to the practice manager as necessary.

**DUTIES AND RESPONSIBILITIES OF THE POST**

**Operation of the telephone system:**

- Receive and monitor incoming calls, screening and routing as per practice protocol. Make appropriate calls as required. Divert calls and take messages as appropriate.
- Action requests for emergency ambulance and record details appropriately.
- Ensure that the system is operational at the beginning of each day, switched over to night service, and checked at the end of each day.

**Reception:**

- Induction and training of all new staff to agreed standards.
- Ensure adequate staffing levels, approve annual and other leave, in line with agreed policy.
- Ensure efficiency of the appointment system and monitor flow of patients into consulting and treatment rooms.
- To be involved in the management and development of the reception team.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover; ensure procedures are completed in accordance with the protocols of the practice.
- Respond to all queries and requests for assistance from patients and other visitors without breaching any confidentiality guidelines.

- Process home visit requests and record on the computer, stating time received including all relevant information, where appropriate refer immediately to doctor.
- Ensure that the reception and waiting areas are kept neat and tidy.
- To be responsible for the maintenance of the absence register for the Reception Team.
- To be the first line of contact for patients with respect to the Complaints procedure and to take appropriate action as set out in the Complaints procedure and deputise for the Assistant Practice Manager as complaints officer.

**Management of the appointment systems:**

- Ensure total familiarity with all appointment systems in current use, including regular and incidental variations.
- Book appointments and recalls ensuring correct and adequate information is recorded to retrieve the appropriate medical record.
- Monitor effectiveness of the system and ensure that action is taken to resolve any problems or effect variations as required.
- Report any obvious concerns in the management of the surgery's sessions to the practice manager.
- To manage the recording of patient attendances at the surgery and produce audit reports on a regular basis, including patients who have failed to attend (DNAs)

**Management of repeat prescriptions:**

- Receive patients' requests for authorised repeat prescription in writing and email on-line access.
- With the exception of controlled drugs, prepare a computerised prescription in accordance with the practice protocol ready for a doctor's signature.
- Where information received is incorrect or insufficient, ensure that the request for a repeat prescription is referred to the appropriate doctor for action.
- Provide the point of contact for patients with enquires relating to repeat prescriptions and ensure follow-up action is taken if the enquiry cannot be resolved immediately.
- Ensure that problems and queries regarding repeat prescriptions are brought to the attention of the appropriate doctors and that follow up action is taken to resolve such matters. Clear and concise contact with pharmacists may also be necessary.

**Preparation of consulting rooms:**

- Ensure that the consulting rooms are prepared in readiness for each consulting session, especially if a locum is covering a session.

- Ensure that the consulting rooms are checked at the end of each consulting session and left tidy and secure.

#### **Communication:**

- Receive messages for Doctors and other team members and ensure that they reach the person concerned.
- Ensure that urgent messages are relayed to the appropriate Doctor immediately either verbally, by sending an urgent patient note or by contact through mobile telephone.
- Monitoring and logging all complaints and compliments, Family & Friends Test
- Monitoring and logging and distributing all Alerts received into the practice
- Monitoring & logging of NHS.net Practice emails
- Ensure communication systems are running smoothly; Doctors and Reception staff are kept fully informed of changes of procedure(s).
- Deal with more complex enquiries from patients
- Continually assess and evaluate systems, recommending changes and improvements to the practice manager as appropriate.

#### **Computer System:**

- General IT support to both Clinical and non-Clinical Teams.
- To oversee the administration of the Clinical system.
- To carry out searching and reporting both on a regular and ad-hoc basis.
- Ensure through training that you are familiar with the EMIS computer software system and have a working knowledge of the functions needed to carry out your daily tasks.
- Updating and monitoring Practice website and Practice intranet.
- Establish procedures for adequate, regular backup of all systems and make regular checks to ensure that discs are not corrupt and that backup restoration would be possible in the event of a problem arising.
- Trouble shooting and reporting faults appropriately.
- Take part in Practice Performance relating to recalls for patients. This will include maintaining an up-to-date register and working on improvement.

The post-holder should recognize the importance of effective communication within the team and will strive to:

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

**Start and end of day procedures:**

- If the last to leave, secure premises at the end of the day as per practice protocol, ensuring that the building is totally secured and alarm activated.

**ANY OTHER DELEGATED DUTIES CONSIDERED APPROPRIATE TO THE POST.**

**Health & safety:**

The post-holder will implement and lead on the full range of promotion and management of their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include (but will not be limited to):

- Ensure job-holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintain an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
- 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 across the business

**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
- Participate in audit where appropriate
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial/corrective action where needed
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, identifying issues and hazards/risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training (minimum annually)

- Routine management of own team/team areas, and maintenance of work space standards
- Demonstrate due regard for safeguarding and promoting the welfare of children.

### **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 that 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 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

### **SPECIAL REQUIREMENTS OF THE POST:**

- An understanding, acceptance, and adherence to the need for strict confidentiality.
- Ability to appear calm and friendly to all patients at all times.
- To appreciate the needs of the patient is paramount.
- Keyboard skills are essential.
- The ability to work without direct supervision and determine own workload priorities.
- An ability to use own judgement, resourcefulness, common sense, and local knowledge, to respond to patient's enquiries and requests.
- The ability to deal with any emergency in a swift and capable manner.
- Attend meetings as designated.
- Responsibility for the agenda, minute taking and circulation of assigned non-clinical meetings
- To be aware of Health & Safety issues, use safe working and good housekeeping practices.
- Act as Fire marshal and ensure fire alarm is tested regularly.
- Organising staff events
- Drawing up/implementation of procedures and protocols for any new system/changes.