

Patient Liaison

Closing date: 30th March 2024

Are you looking for a role where you can make a positive difference to the patient experience? We are looking for an empathetic and passionate individual to join our team who wants to work for Three Chequers Medical Practice to improve patient and staff care.

Location: Salisbury

The post-holder will be responsible for overseeing all incoming feedback, enquiries and complaints from patients and staff. They will be responsible for investigating, responding and documenting this information in an organised and timely fashion. The successful candidate will work closely with the management team to respond to feedback, highlight areas for improvement, and ensure continuous learning to ensure our patients receive the best possible service. They will act as an advocate for practice staff to ensure staff feel supported in their decision making as well as understanding and accepting of learning opportunities in the service we are delivering to our patients.

This is an exciting time to be working for Three Chequers as we undergo a major transformational redesign of our clinical model to develop and sustain primary care services, support new ways of working to increase efficiency and improve patient experience of the services we deliver. The successful candidate should have outstanding verbal and written communication skills to enable them to respond to feedback and complaints. They will have the ability to deal with sensitive situations in a diplomatic and tactful manner.

Whilst Primary Care experience is preferred it is not essential.

What we can offer:

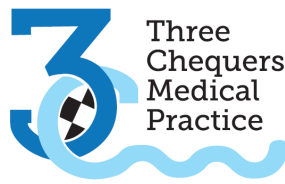
All new employees will receive a detailed induction and training programme as well as mentor to guide you through your transition into General Practice
NHS Pension
5 weeks holiday a year plus bank holidays on a pro rota basis
Opportunities for career development and progression
Staff training and away days

How to apply:

Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries.

For more information about these positions please visit our website www.3chequers.co.uk/staff-vacancies or collect an application form from Endless Street Surgery.

We look forward to receiving your application.



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area. We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 10 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at www.3chequers.co.uk

Job Description

Job Title:

Patient Liaison

Reporting to:

Practice Manager

Job Holder's Objectives:

The Patient Liaison will be responsible for supporting and signposting patients/carers and relatives with feedback, concerns, complaints and enquiries.

The post holder will also be responsible for managing both the Zero-Tolerance and IBRF (Inappropriate Behaviour) policy & process within the surgery.

The Patient Liaison will also be responsible for sharing praise and positive feedback with the practice team and arranging internal learning events

Core Principles:

- To ensure that the Surgery Feedback policy is adhered to at all times
- To assist with CQC visits in relation to the Practice Feedback policy, procedures and reports
- To ensure accurate records are kept of all patient feedback .
- To ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work
- To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- To follow procedures to ensure compliance with current regulation such as the Data Protection Act 1998 and General Data Protection Regulation
- To follow all practice protocols concerned with the maintenance of ethical practice
- To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity
- To contribute to a culture of continuous improvement
- To perform duties to standards required by the practice in accordance with quality assurance
- To demonstrate commitment to Continuing Professional Development
- To demonstrate computer literacy

Support the PM in the implementation and review of DES/ LES requirements:

- Works with the management team on any actions that are necessary to become / remain compliant with the DES /LES requirements
- In conjunction with the management team ensure that all relevant DES/ LES

Reporting:

- At the request of the PM/QAM or Partners set up and run routine and ad hoc searches and audits and report findings/provide feedback in an agreed manner and within an appropriate agreed time frame. Examples of such searches include those for DES, LES
- Be aware of when to utilise TPP preset searches and when to set up 3C searches
- Maintains a clear filing system for searches that enables relevant staff to view searches

General:

This involves using all practice systems and SOPS.

- Ensuring confidentiality is maintained at all times
- Dealing with all telephone calls professionally (with care, civility and efficiency)
- Ensuring excellent customer care skills are used with all parties.
- Taking messages as appropriate and ensuring the message is passed on to the appropriate member of the practice or associated organizations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required
- Ensuring probity in all financial dealings

Upholding Quality:

- Alerting other team members to issues of quality and risk
- Assessing own performance and taking accountability for own actions, either directly or under supervision
- Contributing 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
- Working effectively with individuals in other agencies to meet patients' needs
- Effectively managing own time, workload and resources
- Adhering to Practice dress policy
- Being punctual at all times

Communicating:

This involves the importance of effective communication within the team and the job-holder should therefore strive to:

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

Personal /Professional Development:

- Taking responsibility for own developmental learning and performance
- Taking responsibility for maintaining a record of own personal development
- Working with management on any new training requirements with support from the PM
- Demonstrating skills and activities to others who are undertaking similar work

Contributing to the implementation of services:

This involves:

- Discussing with other members of the team how the policies, standards and guidelines will affect own work
- Participating in audit where appropriate

Health and safety:

This involves:

- Assisting in promoting and maintaining their own and others' health and safety and security as defined in the Practice Health and Safety Policy
- Using personal security systems within the workplace to identify risks involved in work activities and to undertake such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and keeping them free from hazards
- Reporting potential risks as identified

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 confidentiality and act appropriately
- In the performance of duties outlined, the post-holder may have access to practice business information. This too must be regarded as strictly confidential.
- Any breaches of confidentiality will be treated as a disciplinary matter and may result in instant dismissal
- Staff will comply with all of the terms included in the Confidentiality Policy

Equality and diversity:

- The post-holder will support the equality, diversity and rights of patients, carers, colleagues and partners
- They will act in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures, policies and current legislation.
- They will behave in a way that is welcoming to all individuals, which is non-judgmental and respects their circumstances, feelings, priorities and rights

Other:

This involves:

- Carrying out other duties that are required within the role as it evolves within the development of the organisation
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises
- These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work
- If the additional responsibility or task becomes regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

Please sign and date this document to confirm its accuracy at the present time.

Job holder: Date:

Practice Manager: Date:

Job Specification

	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Good general education / Numeracy and literacy skills	✓	
A demonstrable commitment to professional development	✓	
EXPERIENCE		
Experience of SystmOne clinical system		✓
Experience of Primary Care		✓
Experience with Complaints systems	✓	
Experience in computer software/ hardware maintenance	✓	
KNOWLEDGE/SKILLS		
Experience of Microsoft Office software	✓	
Excellent keyboard and computer skills including use of Microsoft Office and Excel	✓	
An understanding, acceptance and adherence to the need for strict confidentiality	✓	
Experience of setting up general office administrative systems / working in a demanding environment	✓	
Verbal communication skills – ability to deal with people in person and on the telephone	✓	
QUALITIES/ATTRIBUTES		
Ability to use own judgement, resourcefulness and common sense	✓	
Ability to work without direct supervision and determine own workload priorities	✓	
Ability to work at part of an integrating multi-skilled team	✓	
Ability to solve problems within area of work/knowledge	✓	
Able to work under pressure	✓	
Flexible approach to undertaking a wide variety of tasks	✓	
Able to work in a changing environment	✓	
Interested in/aptitude for learning new skills/taking on new challenges	✓	
Able to use own initiative	✓	
Ability to self motivate, organise and prioritise own workload	✓	
OTHER		
Flexibility of working hours/able to work at desired times	✓	
Car driver/clean license - access to own vehicle	✓	