

## ***Practice Administration Supervisor***

***Closing date: 30th March 2024***

***Are you looking for a new challenge? Would you like the opportunity to develop and train a team of Administrators? We are looking for a confident, proactive and reliable individual to Lead our Admin team at Three Chequers Medical Practice.***

***Location: Salisbury***

The post-holder will be responsible for supervising, developing and co-ordinating the administrative teams at the Practice. Three Chequers is developing the way we process information such as incoming queries, cervical screening management and appointment booking. This role is an exciting opportunity to support the team through the implementation and delivery of these systems so they we are able to provide excellent care to our patients. We are looking for someone who thrives in a fast-paced environment who is a starter/ finisher and has a strong work ethic to ensure that tasks are completed in a timely fashion.

The successful candidate should have excellent communication skills with proven experience of supervising a team. They will have the ability to deal with sensitive situations in a diplomatic and tactful manner. The Practice Administration Supervisor should be an exceptionally organised individual capable of managing their own workload as well capable of encouraging and supporting staff members to achieve their own workload.

We are looking for a candidate that can create and implement a proactive training strategy as well as build trust, coach, and obtain support at all levels of the organisation.

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

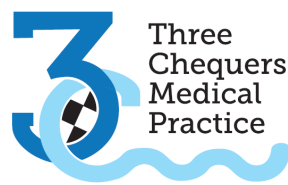
Staff training and away days

### **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](http://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](http://www.3chequers.co.uk)

## Job Description

**Job Title:**

Practice Administration Supervisor

**Reporting to:**

Practice Manager

**Job Summary:**

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

To oversee and organise the day-to-day activities of the practice administrative teams are carried out accordingly.

**Supervise, co-ordinate and guide the administrative staff:**

- Supervise the day to day operations of the administrative teams
- Plan, chair and minute Admin/ PSC / Summariser Team meetings monthly
- Encourage and support personal development of members of all of the administrative teams
- Keep the Practice Manager informed of any matters arising or problems / potential problems.
- To contribute to the delivery of targets by supporting the senior management team to continually improve performance within the service.
- Develop, review and improve administrative systems policies and procedures
- To provide personal administrative support to the Practice Manager and Lead Speciality Clinicians as required

**Main responsibilities:**

- In participation with the Practice Manager assist with staff appraisals and mandatory training compliance whilst maintaining an efficient filing system
- Oversee the maintenance of registration links, the medical records in/out process that the admin team maintain registration links
- Oversee and supervise the team to conduct Cervical Cytology Administration using the Cervical Screening Management System
- Be the main link between the LQM team and PM/POM
- Oversee the Frailty Service including the Nursing home work
- Supervise the Research Administrator

**QOF Data Quality:**

- To ensure that agreed Practice protocols are used and that standards amongst the team are consistent
- To enter data outlined in correspondence by Clinicians , using agreed protocols, such that data is entered within a week of actioning by Clinicians
- To code this data using relevant QOF codes as identified in SystmOne
- To assist with monitoring achievement on QOF every month and support and report to GPs by highlighting data requirements from patients to them in whatever way is appropriate
- To liaise with the PM/QOF team on the development of delivery strategy for new QOF targets as required
- To proactively work to ensure achievement at year end for all clinical QOF indicators alongside the QOF team
- Record the minutes of QOF meetings

**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

**Recalls:**

- With the support of the PM and admin team develop and implement an effective recall system. Liaise with the Nurse/Partners to resolve any clinical issues / concerns
- When required, assist with the immunisation and cervical smear recall systems
- In conjunction with the PM/LQM team maintain a protocol that ensures that recalls are communicated to patients in the most cost-efficient manner. Review six monthly.
- Ensure patients that have a scheduled routine procedure, injection or fitting are set up with the appropriate recall and these patients are audited periodically to ensure they are seen by a clinician
- Train relevant staff in how to use the recall system

**Maintain Registration Links:**

- Ensures that registrations /deductions etc are kept up to date and liaise with practice staff to ensure transfers in / out, temporary residents, emergency patients and deaths are processed.
- To ensure that relevant staff are trained and updated in appropriate registration skills

**Cervical Cytology:**

Performance will be satisfactory when the following has taken place:

- Recall and monitoring is dealt with according to the Protocol
- Invite patients through email and SMS appointment links that are due a Cervical Screening tests
- Achievement is always in line with maximum QOF achievement targets
- If achievement falls below maximum achievement targets, the Practice Manager is advised immediately.
- Ensure the wider teams are aware of the appropriate recall intervals and provide training on how to access this information within the clinical system

**Core Principles:**

- 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 the Data Protection Act 1998
- 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 deal with complaints promptly and according to organisational protocol
- 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

**General:**

This involves using all practice systems and SOPS.

This involves:

- 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:**

This involves:

- 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:**

This involves:

- 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: .....