

Moss Valley Medical Practice

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Gosforth Valley Medical Practice

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Job Description

Job Title: Assistant Practice Manager
Hours: 37.5 hours per week
Reporting to: Practice Business Manager
Primary Location: Moss Valley Medical Practice

Job Summary

To work as part of the Primary Health Care Team under the direction of the Practice Business Manager in providing support and management to the practice team and the patient population.

The Assistant Practice Manager is responsible for the effective day-to-day running of the site and providing support to the Business Manager.

The main responsibilities include:

- Management of ad-hoc maintenance of the building.
- Health and safety compliance.
- Dealing with daily staff issues.
- Performance management and appraisals for the administration team.
- Coordination of staff training.
- Management of the staff leave process.
- Coordination of medical trainees.
- Dealing with IT issues.
- Management of the appointment rota.
- Practice data submissions and completion of monitoring reports.
- Liaising with patients as required including dealing with compliments, suggestions, and complaints.
- Liaising with external colleagues, suppliers, and other businesses.

Key Tasks:

1. Building Maintenance

- a) Identification of maintenance requirements.
- b) Sourcing appropriate rectification work from NHS Estates or other contractors as necessary and obtaining quotes where necessary.
- c) Ensuring routine servicing and planned maintenance is carried out safely to agreed timescales.
- d) Ensuring major issues or particularly expensive repairs are reported to the Practice Business Manager for appropriate authorisation.

2. Health & Safety Compliance	<ul style="list-style-type: none"> a) Carrying out regular health & safety checks as required by Health & Safety Regulations, including: <ul style="list-style-type: none"> - Fire alarm tests - Emergency evacuation - Risk assessments - General safety check - Cleaning audit b) Liaising with external organisations to ensure mandatory checks are completed, including: <ul style="list-style-type: none"> - Fixed electrical testing - Portable appliance testing - Calibration and servicing of clinical equipment c) Identification of any corrective action required in relation to Health & Safety compliance, including staff training. d) Ensuring any corrective action is taken in relation to Health & Safety compliance or discussing this with the Practice Business Manager as appropriate.
3. Coordination of Medical Trainees	<ul style="list-style-type: none"> a) Planning suitable timetables for all medical trainees (medical students, Physician Associate students, student nurses, F2 Doctors, GP Registrars). b) Ensuring trainees are set up on the system and provided with the correct equipment. c) Planning, conducting, and contributing to induction activities for medical trainees. d) Scheduling practice-based tutorial sessions. e) Assisting medical trainees where appropriate (for example: practice systems and processes, audits, patient feedback). f) Collecting and acting on feedback from the trainees. g) Reporting absence for trainees through the provider portal. h) Liaising with the Lead Employer and training providers.
4. Personnel Issues	<ul style="list-style-type: none"> a) Dealing with daily staff issues as required. b) Assisting, mentoring, training, or directing staff as required. c) Conducting annual appraisals for the administration team. d) Authorising, recording, and monitoring staff absence, including holidays & sickness. e) Conducting return to work interviews following absence due to sickness f) Setting targets & monitoring performance. g) Identifying training needs and arranging/booking formal training. h) Contributing to recruitment activities.
5. Information Technology	<ul style="list-style-type: none"> a) Using IT to the highest standard, including in document presentation. b) Trouble shooting IT issues as required. c) Reporting IT issues and coordination of corrective action (liaising with IT providers as appropriate). d) Set-up and administration of all users on all practice IT systems. e) Detailed knowledge of the functionality of all practice IT systems. f) Ensuring practice IT systems are used to their maximum capability for the maximum benefit of the organisation. g) Management of the appointment rota for all clinicians. h) Submission of practice reports and data as required by NHS England, the ICB or other relevant organisations.
6. Patient Contact	<ul style="list-style-type: none"> a) Dealing with patients face-to-face and over the telephone to deal with complex enquiries, resolve informal complaints, discuss suggestions, and acknowledge compliments. b) Initial acknowledgment of all formal complaints. c) Ensuring formal complaints are responded to by the most appropriate person and in a suitable timescale. d) Liaison with external organisations regarding patient issues (for example, the coroner, other NHS providers, NHS England). e) Contributing to the PPG as required.

7. Miscellaneous	<ul style="list-style-type: none"> a) Liaising with external colleagues, suppliers, and other businesses. b) Providing appropriate cover for other staff, including the Practice Business Manager, and for staff at the other site. c) Following all policies and procedures (include financial procedures) as set down by the Partnership. d) Contributing to and actively promoting the Partnership's mission, vision and values. e) Other duties, which may be required, and which are consistent with the responsibilities of the post as it now stands, and as it develops over time.
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Organisation Chart

