

Recruitment Pack

Operations & Patient Services Manager (maternity cover)

22.5 hours / 0.55 FTE – Job share

Fixed Term 12 months

Closing date for applications: Monday 1st November

Dear Candidate

I am delighted that you have shown interest in joining our team.

Getting the most from people is second nature to you, and you're ready to deploy your leadership skills on a bigger stage. Co-ordinating our customer-facing and behind the scenes operations, you'll ensure our 38,000 patients enjoy a great experience every day – making the Living Well Partnership the primary care provider of choice for East Southampton.

Supporting our non-clinical team in delivering responsive, compassionate and effective patient care, you will rapidly resolve any operational issues whilst coaching and mentoring a high calibre team. You can expect plenty of variety and constant challenge as you design, implement and document new systems and working practices, with a remit spanning all our patient services – from front desk to call handling and patient data administration, and operation services – including workflow, records and secretarial.

In particular, you will focus on the end-to-end management of data to support the clinical team in delivering responsive patient care, and you will be central to the rapid resolution of any complaints. What's more, you will play a vital role in providing detailed, insightful management reporting and ensuring legal compliance – so we need the very best. A seasoned manager you will use your knowledge of coaching and development to empower your two Deputy Managers to perform their roles and responsibilities to a consistently high standard. You will be familiar with planning strategies, delivering projects and managing substantial volumes of correspondence, harnessing this experience to support the growth and evolution of LWP and promoting a culture of continuous learning and development.

With two direct reports, and an established Operations & Patient Services manager to job share with, you will be surrounded by an exceptionally talented and motivated team, allowing you to thrive. An NHS background is by no means essential, so long as you are a creative problem-solver with a highly analytical mindset, deep passion for patient care – and proven ability to make good front and back office teams great.

If this is you, we would really like to meet you.

This is a maternity cover position available on a 12 months fixed term contract, offering 22.5 hours per week over Tuesday, Wednesday and Friday.

To apply

- Provide an up to date cv and a supporting cover letter, detailing how you meet the requirements of the role. candidate for this post
- Applications are to be e-mailed to soccg.livingwell-recruitment@nhs.net
- Applications must be received by 18:00 on Monday 1st November
- Interviews will be held on Tuesday 9th November

We look forward to hearing from you.

Dave Barclay

Managing Partner (Non-clinical)

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for outstanding Operations & Patient Services Manager who want to embrace the changes in general practice but value the preservation of continuity. We can accommodate and help you develop skills and we welcome part-time agile working.

Come and talk to us, come and see what we are doing, come and join us.

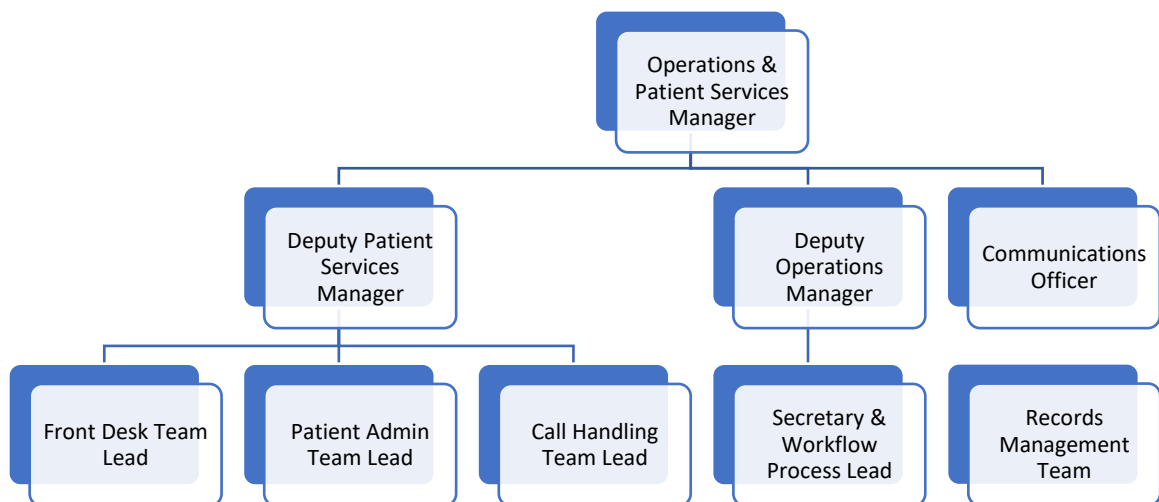
Job description & person specification

Job Title:	Operations & Patient Services Manager
Status:	Fixed Term – 12 months
Salary:	£36,000 to £40,000 depending on experience
FTE:	Part time – 22.5 hours over Tuesday, Wednesday & Friday
Location:	Practices of Living Well PCN Southampton
Accountable to:	Operations Director
Team / Function	Non-Clinical Clinical support functions including Call Handling, Front Desk Administration, Patient Administration (including Urgent Care), Clinical Coding (Workflow), Secretarial, Records Management and Communications & Engagement
Supervision exercised:	

Job summary

The Operations & Patient Services Manager (OPSM) is a member of the Partnership’s Senior Management team and is responsible for the effective and efficient management of all patient contact services and all patient related communications (inbound from other providers or outbound from the Partnership).

This post holder plays a pivotal role in developing the best people, optimising policies and protocols and ensuring effective resourcing that will support the delivery of clinical services and reflect the values and strategy of the Director and Partners.



Overview of Functions

The functions within this role have a direct and significant impact on the daily activity of our patients and clinicians; processing requests to and from patients, GPs, healthcare providers and external organisations that require clinical action and are often time critical. (Please see table of functions below).

1. Business Focus

- Lead the design, implementation and management (including documentation) of new systems, processes, workflows and procedures to optimise support for clinical functions.
- Provide the Senior Management Team and wider Partnership with regular and effective reporting and monitoring of all assigned functions.
- Oversee and contribute to the resolution of daily local and sometimes business or time critical issues and incidents affecting Partnership services.
- Ensure compliance with and keep abreast of all data protection regulations and changes and operate as member of the Information Governance and GDPR working group.
- Play a lead role in inspections, audits and external reporting requirements.
- Promote and represent the Partnership at external meetings and workshops and develop effective communications with relevant stakeholders.
- Support the investigation and resolution of complaints; pro-actively identifying and implementing changes to improve service delivery.
- Lead on the investigation and resolution of significant events for your area and deliver a framework of continuous improvement and learning from events.
- Develop an in-depth knowledge of key electronic systems and communication tools including Emis Web, Docman 10, IGPR, MJOG, AccuRx and LWP's website.
- Act as a deputy for the Director of Operations as requested.

2. People Focus

- Line manage, coach and develop direct reports (currently Deputy Managers and Communications Officer).
- Effectively implement LWP's performance management process, including probation reviews, 1-2-1's, annual appraisals, team meetings and capability / disciplinary processes where appropriate, in line with agreed protocols. Document, follow up on and take ownership of agreed actions and next steps.
- Review roles and responsibilities of the team on a regular basis, developing and updating competency frameworks as needed.
- Evaluate, organise and oversee staff training, ensuring that personal development objectives are achieved and functional delivery is cost-effective.
- Lead on the recruitment, induction and retention of staff for your areas.
- Act as a role model, demonstrating and promoting the standards expected by the Partnership and creating energy and enthusiasm for the service.

3. Functions

Patient Service

- Maintain a CQC rating of “Good” and work towards a rating of “Outstanding” for all non-clinical patient contacts and services.
- Propose, refine and monitor the strategy for the optimisation of Patient Services.
- Identify and manage the roadmap for quality improvement including implementation of new systems, technologies and policies.
- Manage associated resource budget.

Operations services

- Deliver the most effective and highly efficient back office operations service in General Practice.
- Propose, refine and monitor the strategy for the optimisation of Operations Services.
- Identify and manage the roadmap for quality improvement including the implementation of new systems, technologies and policies.
- Manage associated resource budget.

4. Communications

- Ensure that the priorities and key messages of the Partnership are delivered effectively to our patients.
- Propose, refine and implement an agreed strategy for Partnership related communications to patients and stakeholders including our Patient Participation Group (PPG).
- Oversee the running of our PPG, ensuring agreed actions are delivered.
- Ensure communications meet the required standards of accessibility and GDPR and reflect the culture of the Partnership.
- Deliver comprehensive reporting on patient feedback and effectiveness of communications.
- Provide visible feedback to patient suggestions and queries from patients, staff and partners.
- Support and promote the delivery of effective internal communications.

Key Results

1. Partnership KPIs and targets are achieved at lowest cost (including improved patient access, patient experience and staff engagement).
2. Clinical involvement in support functions is monitored and minimised.
3. Team is optimised, resilient and engaged.
4. Reporting of functions is accurate and effective.
5. Agreed policies and protocols are effectively implemented and documented.

It is a requirement of all staff that they are aware of and follow the Partnership's policies and procedures, with attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

Front Desk Services	Patient Admin Services	Call Handling Services	Urgent Care Support
<p>Provides all meet and greet services to patients and visitors. Oversees the operation of the waiting room including site security, evacuation and regular infection control, health and safety checks.</p>	<p>Administers all electronic inbound requests (e.g. prescriptions) and communications from patients (including eConsults).</p>	<p>Manages all calls from patients requesting appointments, results, prescriptions and information.</p>	<p>Provides real-time support to the efficient and effective delivery of the same day service as part of the wider clinical duty team.</p>
Communications			
<p>Develops and delivers all external communications from the Partnership to patients and other stakeholders. Uses appropriate methods to deliver timely, accurate, coherent and effective communications including in waiting rooms and in clinical rooms. Provides support to the delivery of internal Partnership wide communications.</p>			
Workflow / Coding	Records Management / Notes Summarising	e-Referrals / Secretarial	
<p>The workflow function is the central hub of all electronic and postal inbound communications from providers. Workflow performs the capture, file and assign process for tasks that are critical to the real time allocation of work to the clinical teams.</p> <p>The coding function ensures that information relating to patients from other care providers, including diagnoses, treatments and medications, is updated on the patient record by assigning a clinical code and distributed to the most appropriate clinician for review. Coding provides validation that all updates or changes to a patient's care have been processed and allows us to identify groups of patients on our clinical system.</p>	<p>Records Management deals with all elements relating to patients' records including new patient registrations, electronic patient transfers (via GP2GP), the physical management of paper notes, medical insurance reports & Subject Access Requests and invoicing for private reports.</p> <p>The notes summarising function ensures that key information from patients' paper records are accurately and comprehensively captured on our clinical system. This ensures an accurate, easily accessible electronic summary of a patient's medical history.</p>	<p>The e-Referral / Secretarial function processes:</p> <ul style="list-style-type: none"> • Requests for urgent or 2 week wait referrals • Requests for routine referrals • Dictation and typing for GPs • Chasing up referrals • Completion of tasks relating to patient referral queries. 	

Person Specification - Operations & Patient Services Manager

Experience & qualifications	<ul style="list-style-type: none"> • Significant evidenced management experience in a small sized organisation • Significant evidenced experience of working with Senior Management • Evidenced experience of managing and achieving KPIs and quality outcomes • Demonstration of on-going professional development
Knowledge	<ul style="list-style-type: none"> • Knowledge of IT systems • Knowledge of KPIs and quality outcomes
Skills	<ul style="list-style-type: none"> • Ability to plan strategically while overseeing day to day operations • Excellent all round management and leadership skills • Demonstrable ability to analyse and develop processes and introduce new operational procedures • IT savvy with the ability to optimise and develop systems • Excellent organisational skills and the ability to manage changing priorities in a calm, confident and consistent manner • Excellent verbal and written communication skills • Ability to work under own initiative and at pace, in a busy and intense environment • Ability to problem solve and to confidently make well-reasoned, independent and effective decisions • Ability to lead and motivate the team and help to foster organisational excellence and continuous improvement
Personal style and behaviour	<ul style="list-style-type: none"> • Personal commitment to the values, vision and objectives of the Partnership • Takes ownership and accountability for the quality of work delivered and the achievement of objectives • Highly motivated and able to empower others • High expectation of self and others • Able to work for the benefit of the team • Contributes to building a positive culture across the organisation • Highly professional and operates with integrity • Results-driven, with a focus on completing tasks to a high standard and to deadlines
Other requirements	<ul style="list-style-type: none"> • Commitment to high quality patient care and efficiency in all aspects of the Partnership's performance • Commitment to equality and diversity • Valid UK drivers licence and use of own vehicle

Salary & remuneration

Position	Operations & Patient Services Manager (maternity cover)
Normal Work location	Weston Lane, Southampton but with a requirement to work across sites all within a 5 mile radius
Remuneration	£36,000 - £40,000 FTE
Hours of work	0.55 FTE / 22.5 hours - Working days - Tuesday, Wednesday, Friday
Annual Leave	30 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme

Key Dates

Closing date for completed applications	18.00 pm Monday 1 November
First Interview	Tuesday 9 th November
Second Interview	TBC

If you have any queries please contact the recruitment team on soccg.livingwell-recruitment@nhs.net