

PATIENT CONTACT MANAGER JOB DESCRIPTION

JOB TITLE	Patient Contact Manager
HOURS	<p>Full-time, 37.5 hours per week working Monday to Friday.</p> <p>Applicants must be able to have flexibility towards the job and the working hours to ensure there is cover across the team between the hours of 8am and 6.30pm, Monday to Friday. This may mean covering early or late shifts in times of staff absence and at short notice.</p> <p>Flexibility is an essential requirement to this role, therefore if you are unable to work between 8am and 6.30pm Monday to Friday, please do not apply.</p>
SALARY	Competitive salary
RESPONSIBLE TO	Practice Manager
WORKING RELATIONSHIPS	The Patient Contact Manager will work in conjunction and closely alongside the Practice Manager, HR team, IT team, Comms team and the Admin team.
JOB SUMMARY	<p>The Patient Contact Manager role is responsible for the day-to-day management of the Patient Contact Team. The Patient Contact Manager will ensure all staff are working in accordance with agreed procedures, protocols, SOP's and time-scales, reporting to the Practice Manager as necessary.</p> <p>The Patient Contact Manager will also have involvement in assisting the Practice Manager in service re-design and project management.</p>
KEY DUTIES	<ul style="list-style-type: none"> To provide day-to-day support, leadership, first line management and guidance to the Patient Contact Team. To lead by example and act as a role model by demonstrating excellent customer service both over the phone and face to face and compliance with policies & procedures. This

	<p>will involve at times, fulfilling the role of the Patient Contact Advisor.</p> <ul style="list-style-type: none"> • To investigate and resolve informal complaints to avoid escalation to formal complaints. The Patient Contact Manager will assist the Practice Manager in the investigation and response of complex enquiries and/or formal complaints. • To organise rotas and co-ordinate annual leave requests to maintain adequate cover in the call centre, front desk and appointment booker positions. • To ensure patient confidentiality, respect, and dignity is adhered to at all times.
OTHER DUTIES	<ul style="list-style-type: none"> • To monitor and assign staff to work on the 'Patient Contact List' system in accordance with the Practice's policy and process. • To organise and lead the Patient Contact Team meetings, including agenda preparation, action log and minutes. • To participate in the creation and review of standard operating procedures with a focus on maximising technological solutions. • To complete and present monthly compliance reports e.g. call output • To assist and back fill other departments when required e.g. prescriptions, scanning & assigning, patient registrations, appointment booking, clinic cancelling etc. • To induct and train all new staff joining the Patient Contact Team as well as other people joining the Practice e.g. work experience, medical students etc. • To conduct and record annual appraisals and ad-hoc staff one to ones. • To conduct and record return to work interviews following staff absences. • To identify training needs and to devise & implement action plans. • To assist HR with interviews when required. • To assist the Practice Manager with PA style duties. • To assist the Practice Manager in the running of elements and/or services within the practice e.g. compliance with CQC, QOF work, ad-hoc projects and audits, enhanced service claims etc.

	<ul style="list-style-type: none"> • To assist the IT team by learning and understanding the security systems e.g. alarms and cameras. • To ensure communication systems are running smoothly, and the Patient Contact Team are kept fully informed of changes to policies and procedures. • To assist the Comms and Projects team with bulk patient messaging when required. • To contribute information for the weekly bulletins and monthly newsletters. • To assist in the vaccine programmes such as flu or covid clinics. • To liaise with patients, carers, hospitals, community pharmacies and other local healthcare providers when required regarding queries and requests and to pass on messages. • To undertake statutory and mandatory training as required • To assist with training for new staff. • To act with professionalism and ensuring that ethical conduct is adhered to at all times. • To participate and promote child and vulnerable adult safeguarding and to extract safeguarding information and follow the appropriate pathway when required. • To keep the working area clean, tidy and professional whilst adhering to GDPR regulations. • To assist with the gathering of statistics and information when required. • To participate and co-operate with any research projects. • To work across different practices on an ad-hoc/when required basis. • It will be necessary to attend and contribute to various practice meetings as requested. • 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 and the Management Team.
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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 act appropriately.

- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carer's, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- The post holder must not enter patient records without clinical or administrative need to do so.
- The post holder must maintain confidentiality of information, always acting within the terms of the Data Protection Act and the Caldicott Principles on patient confidentiality.
- The post holder must also maintain an awareness of the Freedom of Information Act.

HEALTH AND SAFETY, INFECTION CONTROL & SAFEGUARDING

The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the Practice health and safety policy and the Practice infection control policy and procedures. This will include:

- 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.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean and tidy whilst adhering to GDPR regulations.
- Undertaking annual infection control training.
- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children and adults.
- Extracting safeguarding information and following the appropriate pathway when required

EQUALITY AND DIVERSITY

The post holder will support the equality, diversity and rights of patient's, carer's 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, their carer's and colleagues.
- Behaving in a manner which 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 (annual appraisal), including taking responsibility 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.
- Work effectively with individuals in other agencies to meet patient's needs.
- Effectively manage own time, workload and resources.

COMMUNICATION

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

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