**QUEENS PARK GROUP SURGERY**

**JOB ROLE: DEPUTY PRACTICE MANAGER**

**REPORTING TO: PRACTICE & BUSINESS MANAGER**

The role involves managing administrative functions, assisting with HR, and supporting the implementation of NHS policies and procedures.

**Key Responsibilities:**

**1. Practice Operations & Administration**

* Support the Practice Manager in the daily management of the surgery.
* Liaise with Reception Manager to maintain an efficient appointment system, reducing waiting times and improving access to care. Monitor demand and capacity.
* Oversee medical records management, ensuring compliance with GDPR and NHS Digital guidelines.
* Act as a point of contact for operational queries from staff and external stakeholders.
* Liaise with Primary Care Network Manager.
* Attend meetings on behalf of Practice Manager where necessary.
* Check stationery and disposables stock and order as appropriate
* Associated duties as requested by the Practice Manager/Partners.
* Organise meetings within the teams.

**2. Patient Services & Experience**

* Ensure high standards of patient care, accessibility, and confidentiality.
* Address patient feedback and complaints in line with NHS procedures.
* Support Patient Participation Groups (PPGs) and other engagement activities.
* Work with the team to improve the scores and patient satisfaction ofFriends & Family Test (FFT).

**3. HR & Staff Management**

* Assist in the recruitment, induction, and training of administrative and support staff.
* Provide day-to-day supervision to admin teams and assist Reception Manager where necessary.
* Liaise with Team Leaders across sites.
* Support staff appraisals, manage rotas, and oversee absence management.
* Ensure staff adhere to NHS policies, infection control, and health & safety regulations. Liaise with Lead Nurse on infection control audit.

**4. Finance & Resource Management**

* Ensure proper management of enhanced services and funding claims.
* Liaise with Finance Manager

**5. Compliance & Governance**

* Ensure practice adherence to CQC (Care Quality Commission) standards and prepare for inspections.
* Monitor compliance with NHS policies, safeguarding protocols, and infection prevention.
* Maintain up-to-date Standard Operating Procedures (SOPs) and policies.
* Assist with data protection and confidentiality requirements under GDPR and Caldicott Principles.

**6. IT & Digital Transformation**

* Assist in managing clinical systems (SystmOne).
* Ensure staff training on NHS IT systems, SystmConnect and digital services.
* Support the integration of telehealth and online consultation platforms.
* Troubleshoot IT and telephony issues, liaising with NHS Digital where necessary.

**7. Building Maintenance**

* Liaise with Peninsula re premises Health and Safety Audit.
* Queens Park Group Surgery has three sites. Walk round all three sites once a month, report any damage, outstanding maintenance to Practice Manager.
* Ensure value for money from existing contracts and monitor contracts ie fire safety.

**8. Equipment Maintenance**

* Ensure all equipment is PAT tested.
* Ensure all clinical equipment i.e. ECG, spirometer is calibrated annually and that there are valid certificates in place.
* Keep a inventory of all equipment.

**Deputy Practice Manager**

Person Specification

To be considered for this exciting role, you will need the following experience:

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| First Degree or equivalent and/or experience | x |  |
| HR/management qualification and/or experience | x |  |
| GCSEs or equivalent in English and Maths | x |  |
| **Experience/Knowledge** |  |  |
| Experience of working in a GP Practice or other health care setting |  |  |
| Experience of SystmOne Clinical System | x |  |
| Sound knowledge of MS Office |  | x |
| An understanding, acceptance and adherence to the need for strict confidentiality | x |  |
| Excellent analytical and numerical skills |  |  |
| Experience in PCSE,CQRS, NHS Digital | x |  |
| **Qualities/Attributes** |  | x |
| Ability to use own judgement, resourcefulness and common sense |  | x |
| Accuracy and attention to detail |  |  |
| Ability to work without direct supervision and determine own workload priorities. | x |  |
| Ability to work under pressure | x |  |
| Ability to understand the dynamics of a team and manage accordingly | x |  |
| **Other** | x |  |
| Flexibility to work additional hours as required | x |  |

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