



Your Community
Healthcare Providers

FCMS (NW) Ltd JOB DESCRIPTION



Job Title:	Compass Medical Practice - Practice Support Role
Post:	Practice Support
Responsible To:	Practice Manager / Deputy Head of Complex Lives
Accountable to:	Head of Complex Lives
Hours:	22.5 hours per week (to include x1 late night per week)
Base:	Newfield House, Blackpool
Pay:	£13.04 per hour

Compass Medical Practice

Compass Medical Practice is a virtual GP Practice for patients who have been removed from mainstream GP practices as they are deemed 'difficult to manage'. The practice covers a wide geographical area which incorporates Lancashire, Cumbria, Halton, St Helens and Cheshire East. Patient consultations take place by telephone /video link and if a face-to-face consultation is required, the appointment is undertaken within a clinical space within the patients' community or the bespoke Compass Medical Practice clinical van. A risk assessment is undertaken prior to all face-to-face appointments and there is a minimum of one patient liaison officer present for each appointment.

Duties and Responsibilities

Working with the existing *Practice Support Team*, there will be shared responsibility for:

- Undertaking summarising
- Coding, including prioritising hospital discharges and other 'practice to action' notifications, and liaising with the clinical team.
- Writing and reviewing risk assessments
- Work with the clinical team to lead the promotion, monitoring and documentation of performance and quality outcomes targets within the practice (including QOF)
- Creating letters and templates in EMIS
- Support the Practice Manager in the recruitment and induction of all new reception and administration staff.
- Contribute to the 6 monthly reviews including the MDT's for patient relocation
- Work with the Practice Manager to understand the KPI reporting and coordinate any data as required



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- To undertake specific assigned tasks, project support, or development work which may arise during changes to the NHS e.g. NHS App
- Support the Practice Manager in the reviewing and updating of practice policies and procedures and creating processes.
- To provide cover for members of the reception team during periods of sickness and annual leave (this may include working until 18.30)
- Call taking with patients and professionals
- Work with the Practice Manager to create review and score the patient risk assessments
- Complete monthly KPI reports
- Any other tasks allocated by the management team
- Work with the Head of Service, the Practice Manager, Clinical Manager and the team, aiming to attain a CQC Outstanding rating for providing an excellent service
- Maintain professional conduct
- The role will include undertaking aspects of the job description for all the services under the Complex Lives Business Unit Umbrella

The above list of duties and responsibilities is not intended to be fully comprehensive and may be amended to take account of changing circumstances or requirements following consultation with the post holder

Our key expectations are:

Self-awareness – Living authentically

Adaptability- Being ready to adjust depending on the situation

Openness – What you see is what you get

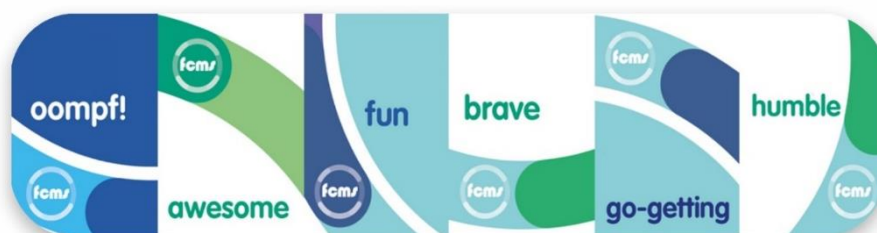
Positivity with a real sense of being able to strive for the impossible

Generosity of spirit- Everyday should be an opportunity to act with kindness

Ability to have fun – Taking the role seriously, whilst being yourself

Our 'Why': To nurture an environment of inspiration, innovation and disruption so this people in our world receive exceptional healthcare for this generation, and the next.

Values: Our organisational culture is very important to us, so it is vital that the successful candidate lives and breathes complimentary values and behaviours. Our behaviours should be in line with our values which form part of our Company DNA:





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- **Fun:** People rarely succeed unless they are having fun. Happiness is healthy!
- **Awesome:** We aren't here to be average, we're here to be awesome!
- **Humble:** We're here to make a difference to the lives of others, NOT to see how important we can become
- **Brave:** We challenge the norm. We have the courage to get the difficult jobs done
- **Oompf:** We have natural oompf! It's infectious!
- **Go-getting:** We are intuitive to changing needs and respond quickly which we do with energy, ideas, and positivity

Come and be a part of our amazing team!

- | | |
|---|---------------------------------|
| ✓ We offer NHS Pension | ✓ Staff Benefit Scheme |
| ✓ Cycle to Work Scheme | ✓ Free Tea & Coffee |
| ✓ Career Development Opportunities | ✓ Eye Care Contributions |
| ✓ Attendance Bonus | |

Education And In Service Training

- Be fully conversant in all the clinical computer systems used within Compass Medical Practice
- Attend relevant study/induction days, seminars, courses etc, for individual development and for the benefit of the service.

Where necessary relevant training in the operation of new or unfamiliar equipment, software or procedures will be provided or arranged.

Confidentiality

In the course of your duties, you may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. FCMS has in place a 'Whistle-blowers Policy' for staff wishing to express concerns.

Data Protection Act, 1998

Carry out any requirements within the duties applicable to the Data Protection Act, 1998.

Health And Safety at Work Act, 1974

Observe all responsibilities and carry out all duties, whether general to all employees or specific to the post, relating to Health and Safety in accordance with the Practice and Departmental Safety Policies and any statutory requirements.



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Clinical & Corporate Governance/Quality Assurance

All employees are expected to comply with the clinical and corporate governance arrangements of FCMS. Every employee is personally responsible for the quality of the work, and standard of care, which they individually provide. It is their duty to seek to attain the highest standards achievable both individually and collectively within their knowledge, skills and resources available to them.

Outside Employment/Outside Interests

If you have other work or outside interests, this must not conflict with your duties and responsibilities of your attendance for work as an employee of the Practice.

It is a condition of appointment that you must inform your manager before taking up of any private practice, work for outside agencies or other employers, other work for this Practice (including bank work), voluntary work or outside interests you have or propose to have. This is to ensure there is no question of it creating a 'conflict of interest' with your NHS duties. You must also therefore seek your manager's approval before taking on any such other work or outside interest at any time after entering employment.

Working Time Directive

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

Harassment And Bullying

The Practice condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Equal Opportunities

In all the foregoing text any reference to one gender whether direct or implied equally includes the opposite gender unless specifically stated to be otherwise.

Training

Each member of staff is required to undertake mandatory training.

No Smoking Policy

FCMS has a no smoking policy.

Disability Confident Employer

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy

DBS - This post is subject to the Rehabilitation of Offenders Act (Exemption Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service





(formerly known as CRB) to check for any previous criminal convictions. This will require three forms of valid ID to be produced and verified. The onboarding process is also subject to an Occupational Health check, suitable professional references and eligibility to work in the UK (with the requirement to provide relevant documentation as evidence).

PERSON SPECIFICATION
Compass Medical Practice - Practice Support Role

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Good standard of general education• IT qualification e.g. ECDL or equivalent	<ul style="list-style-type: none">• NCQ in Business Admin or equivalent• NVQ or equivalent in Health and Social Care
Experience	<ul style="list-style-type: none">• Passion for working with people with complex needs including people experiencing multiple disadvantage.• Experience of coding and summarising• Experience working in an administration role in a GP Practice• Experience of working in partnership e.g. with other groups and agencies• Experience of using EMIS	
Knowledge & Skills	<ul style="list-style-type: none">• Able to exercise initiative in organisation and prioritising work.• Good communication skills both written and oral.• Ability to collect data for monitoring and evaluation.• Strong organisational skills, and ability to coordinate information and data from a range of sources.• Ability to develop strong working relationships with project partners.• Excellent communication and presentation skills, both oral and written with the ability to present information and advice in a way that is appropriate to the audience.• Excellent IT skills including Word, Excel, Outlook, Powerpoint and Microsoft Teams.	





	<ul style="list-style-type: none">• Knowledge of EMIS computer system.	
Personal Qualities	<ul style="list-style-type: none">• Ability to stay calm under pressure.• Personal insight to manage own wellbeing.• Ability to work alone and as a team member.• Enthusiastic and committed to the role.• Flexible.• Ability to diffuse difficult situations and deal with difficult members of the public.• Positive and confident disposition.• Commitment to personal and professional development.• Willing / able to attend appropriate training.	<ul style="list-style-type: none">• Trauma Informed awareness and practice

The organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

We reserve the right to close this vacancy early if we receive sufficient applications for the role.
Therefore, if you are interested, please submit your application as early as possible.

