

Job Description

ROTA & BUSINESS SUPPORT MANAGER

Accountable to: All practice partners

Responsible to: Practice Manager

Job Purpose

- Overall responsibility for the management and co-ordination of the surgery clinical rota. Working alongside the Business Manager in supporting the Partners with the strategic business development to help sustain the GP Practice. Working closely with other external partners, stakeholders and organisations to support the GP practice services and business.

KEY RESPONSIBILITIES AND MAIN DUTIES

Business And Strategic Management

- Attend business meetings and represent the GP practice at external meetings where considered appropriate by the Partnership.
- Attend relevant practice and staff meetings – as requested.
- Keep abreast of new business changes and opportunities, and working alongside the Business Manager, present workable solutions to the Partners
- Explore innovations that would benefit the practice.

Managing Access to Services

- Forward plan clinicians' rota 6 weeks in advance, according to current practice rules, closely aligning clinicians' capacity to predicted AMGP demand & maintaining fairness across the partnership. This will include duty doctor rotation, care home cover, minor surgery, PDE, extended hours, teaching, training, tutorials, appraisals, supervision and 7-day access/weekend cover.
- Co-ordinate clinical room availability/occupancy to determine working onsite/from home rotations & ensuring these accurately align with all additional services specified above.
- Liaise with holiday monitor partner weekly to review capacity issues & optimise clinicians' flexible working schedules.
- Maintenance of holiday rota/calendar arrangements (in conjunction with holiday monitor partner).
- Advance distribution of weekly working schedules to all clinicians.
- Maintenance of AskmyGP dashboard according to above schedule & current practice rules.
- Maintenance of EMIS appointment book sessions, according to current session configurations for all clinicians.
- Monitor appointment availability on a day-to-day, weekly & monthly basis.
- Book locum cover as appropriate, as directed by the holiday monitor partner.
- Regularly review as requested access arrangements, for example demand surveys, access audits and recommending changes.

Managing Teaching/Learners' environment

- Nominated e-mail address for post-grad teaching: ST/F2 personnel, queries & SH&KT reporting requirements.
- Organise learners' activities to meet contractual outcomes in conjunction with supervisors/trainers.
- Nominated e-mail address for Undergraduate teaching and associated queries.
- Organise undergraduate teaching dates in conjunction with undergraduate tutor.

Other Duties

- The Rota & Business Support Manager may, from time to time, be asked to undertake other reasonable duties, with appropriate training. It is important that all members of staff are prepared to undertake additional or suspend current duties which are reasonable to maintain service delivery to patients.