**THE NEW SURGERY - CHESHAM**

**IT MANAGER - JOB DESCRIPTION**

**Computer Hardware and Software**

* Support, maintain, upgrade, troubleshoot, and where required install software
* Support, maintain and troubleshoot hardware
* Liaise with other NHS and support services as required
* Training - scheduled and ad hoc

**Project Management:**

Facilitate, train and support the introduction of new electronic systems, such as:

* Clinical system migrations
* National schemes, eg Patient Online Access, Summary Care Record, Electronic Prescriptions service etc
* Local schemes, eg Docman EDT Hub, Crescendo digital dictation etc

**Clinical Support**

* All areas, especially national requirements, eg QOF, DES, LES, PCN etc
* Monitor new requirements, altered requirements - inform GPs of schemes, audit requirements, coding requirements, deadlines etc
* Monitor status of all requirements and report to GPs with recommendations
* Maintain, report, and audit contractual requirements as necessary
* Call and recall systems in the surgery, both paper and electronic (sms, email), for routine work, seasonal work and one-off projects
* Develop electronic documents, data entry templates, prompts and protocols to aid clinicians in their work (and admin staff where appropriate)
* Monthly contract meeting to review the status of all existing and anticipated workflows, make recommendations and respond to the needs of the clinicians.

**Security and Data Quality**

* Liaise with PM and lead Caldicott GP as required to fulfil requirements of The Data Security and Protection Toolkit
* Complete and submit annual DSPT return
* Advise and train staff in IG requirements in conjunction with above
* Security of patient and staff data, both physical and electronic
* Create, maintain, disable Salto door key cards for staff
* Request, maintain, remove smartcards allocated to staff as necessary
* Maintain passwords for NHS email, EW and Docman for all staff
* Enable, maintain and explain mandatory data sharing, eg Summary Care Record etc to both staff and patients
* Review Data Protection Impact Assessments of third party links
* Manage and disseminate data sharing Opt-Outs for patients where available
* Monitor breaches of access to EW restricted records, SCR etc

**Audit and Claims Submissions**

* Data completeness and quality audits for clinicians
* Clinical safety audits for clinicians
* Monthly, quarterly and yearly audits and data submissions for both contractual and contracted (Enhanced) services

**Staff Supervision and Support**

* Supervise document scanning and data coding
* Train and support all staff in computer systems integral to carrying out their function
* Delegate work as required to assistant
* Monitor and assist where required with all back office EW Workflow Tasks.

**Monitor crucial patient-facing and clinician-facing systems**

* Set up, maintain and monitor all online services for consistency and reliability
* Maintain, monitor and disseminate overnight OOH, A&E and admissions data
* Monitor incoming electronic documents
* Maintain and develop surgery website
* Maintain virtual PPG
* Maintain Jayex board, touchscreen and patient information screen messages
* Set up, maintain and audit patient surveys and national returns where required

**Disaster Recovery and Business Continuity**

* In conjunction with PM and Caldicott Guardian, develop a DR and BC plan
* Maintain and monitor the taped and electronic backups of Front Desk, Docman and Crescendo databases on a daily/weekly basis as required
* Maintain antivirus updates across the surgery as far as possible (no central monitoring service provided)

**The Future In Sight**

* QOF shrinking, contractual requirements and Enhanced Services growing
* More national imperatives (with deadlines)
* Move to increasingly automated data extraction for monitoring (contractual) and payment (contracted) of services
* Increasing requests for patient data sets requiring careful consideration and monitoring
* PCN development – increase in collaborative working and accountability

**Planning for the Future**

* DR and BC plans need to be expanded, updated and tested to take account of more online services becoming critical to everyday working
* Pre-emptive data audits for complete and correctly coded data to avoid monetary loss via automated extracts
* Maximise electronic work for speed and accuracy of contemporaneous data entry
* Maximise the use of coding templates, picking lists etc to minimize incorrect coding for data quality and claiming purposes
* Maximise faster and cheaper electronic methods of recall which may be free to use, sms text message and email for example
* Monitor the ongoing development of Front Desk patient online services, group texting etc and consider whether a complete move to EmisWeb may be advisable in the future
* Monitor, enable and advise with regard to interfacing or integration with third party software, eg NHS App

*This position will be shared with the existing IT Manager, who will work two days per week. The successful candidate will work with the current post holder to agree how tasks may be shared.*

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