

Bronze:

Level one: Candidate to have a basic understanding and engagement with Practice Management and Administration and to have worked in General Practice Environment for a minimum of 2,000 hours.

- Note: Some areas of assessment may vary from practice to practice depending on the demands of each practice

- ¹ Management of Reception
 - Making appointments
 - Efficient and accurate message taking
 - Processing PHO enrolments
 - Managing visitors i.e. Drug Reps
 - Banking preparation
 - Invoicing
 - Receipting
 - Ability to fill Practice Manager's role on a temporary basis
 - Ability to work demanding situations

- ² Customer Service
 - Ability to assess if patient requires immediate attention
 - Managing patient expectations
 - Culturally appropriate behaviour
 - Able to communicate effectively with patients/family members , members of the public, internal staff
 - Dealing effectively and efficiently with patients/family members in face-to-face situations
 - Dealing effectively with patients/family members over telephone



- Dealing with challenging or difficult patients/family members
- Handling complaints
- Understands and works in an ethical manner

- ³ Office Procedures
 - Filing
 - Document scanning
 - Managing stationery supplies

- ⁴ Practice Management System (Name of system.....)
 - Management of appointments
 - Invoicing patients
 - External bookings
 - Managing prescriptions at Reception
 - Enrolling patients

- ⁵ Information Technology
 - Email
 - Internet searches
 - Use of applicable software packages i.e. Microsoft word

- Attendance at Practice Manager & Administrators' education Sessions
- Involvement with Mentoring
- Involvement with Peer support
- Commitment to continuing up-skilling