

BECOME PART OF THE CORE TEAM AT FYLDE PRIVATE GP  
PART OF CORBENYAH GROUP

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Fylde Private GP  
26 St Annes Road West  
Lytham St Annes  
FY8 5FT

# PATIENT SERVICES MANAGER

SALARY: £23,000 - £30,000

## FYLDE PRIVATEGP

### WE ARE

Fylde Private GP deliver outstanding GP led care to our patients, building lasting relationships to understand all their healthcare and well-being needs. Based in state-of-the-art premises within Lytham St. Annes we have taken a great deal of pleasure being able to help the local community easily gain access to doctors and other complimentary medical services

### ABOUT THE ROLE

- Operating as the patient manager you will be the responsible for managing the induction of new patients and maintaining positive and professional relationships
- Follow up after initial consultations with new patients to ascertain their experience and explain membership options where appropriate
- Review and respond to all online patient comments with a view to ensure their experience is as positive as possible and their views respected – responsible for patient satisfaction surveys
- Maintain good communications with all existing and potential patients
- Maintain a database of all contacts and communication
- Develop functional relationships with potential corporate clients within the area
- Maintain a steady increase of patient memberships in line with practice targets
- Ad hoc duties as required – help the practice team with reception, phone calls, appointment bookings, meet and greet, payments, invoices etc
- You will become competent with our operating system, assist in configuration, and manage reporting
- Understand and have sound knowledge of all our products and services
- You will likely be based 2/3 days a week in the practice with the remainder being split from office based and potential to work from home (subject to specific requirements)

#### Role Specific Requirements:

- 3+ years' experience in a health care similar role
- Strong verbal and electronic communication skills
- A naturally positive individual
- UK driving licence
- Immaculately dressed at all times whilst in the practice
- Experience in using CRM tools and strong understanding the importance of confidentiality and GDPR Compliance

### YOU ARE

- Able to demonstrate exceptional ability in what you have previously done.
- Able to communicate your thoughts and ideas clearly and work collaboratively.
- A naturally motivated individual driven by a genuine desire for achievement.

Above all else we look for motivated and inspiring people who take absolute pride in what they do. If you believe you have the relevant skills and attributes and more importantly attitude, please apply.

SCAN THE QR CODE TO FIND  
OUT MORE ABOUT CORBENYAH.

