

Competency Framework – Glastonbury Surgery

Core Competencies

Patient Orientated Service

Makes sure the patients needs are met in a way that benefits both the patient and the practice. (both internal and external customers)
Studies the wishes and needs of patients and acts/anticipates accordingly and gives a high priority to good service and patient satisfaction.

Positive Indicators

- Focuses on the service patients wish to receive and is willing to provide it
- Gives a clear picture of mutual expectations.
- Shows understanding for patient needs and wishes.
- Makes clear agreements and takes care of follow-up.
- Accepts responsibility for provided services and takes ownership for failures to achieve service requirements/standards.
- Responds to complaints promptly (in accordance with practice policy), without being defensive.

Communication Excellence

Communicates clearly, concisely and understandably (spoken and written word\)) with a range of different audiences.

Positive Indicators

- Tailors content and style (as appropriate) to promote free flowing two way communication.
- Gains important and relevant information through effective questioning
- Listens actively and responds accordingly
- Chooses appropriate method of communication (face to face, telephone, written word) to ensure the message is accurately and professionally conveyed.
- Respond (not react) to challenging situations in an appropriate timely and professional manner.
- In conflict situations controls own communication style remaining professional at all times.

Team Working

Works collaboratively and co-operatively with colleagues within own team and all other staff working within the surgery.

Positive Indicators

- Prepared to make concessions if a joint result has to be achieved.
- Helps others reach their goals and objectives.
- Supports proposals from others build on these proposals in the direction of a joint result.
- Contributes to team tasks working interdependently with colleagues.
- Collaborating with others to achieve successful outcomes in line with current practice/ National priorities.
- Views conflict within the team as an opportunity to learn and develop.
- Adopting a flexible approach to general working practices ensuring team and individual objective are achieved.

Integrity and Sensitivity

Demands of one self and others the highest standards of individual and professional integrity. Dedicated to diversity, fair treatment, mutual respect, confidentiality and trust. Demonstrates behaviour that shows appreciation of the feelings and needs of others.

Positive Indicators

- Complies with practice and professional codes of conduct.
- Treats people and information confidentially, fairly and honestly.
- Is willing to stand up for professional values and standards.
- Has an uncomplicated and uncompromising understanding of right from wrong.
- Respects others.
- Responds to the special circumstances of others and deals with them well and effectively.

Achieving Excellence

Continually measuring and delivering results and improving excellence for patients and the practice.

Positive Indicators

- Remaining focused on objectives and not confusing efforts with results.
- Setting high standards for self, regularly monitoring own performance against role criteria.
- Prioritises effectively considering both urgency (timescales) and importance (consequence/impact) of the task.
- Being mindful of (and where appropriate factoring in) national service standard targets.
- Monitoring and reviewing and reflecting on existing processes, procedures and working practices to ensure continuous improvement.
- Working both effectively (achieving the task) and efficiently (with little waste of time , effort or money)