

TALBOT GREEN GROUP PRACTICE

<https://www.talbotgreengrouppractice.co.uk/>

Newpark Surgery, Heol y Gyfraith, Talbot Green, PONTYCLUN, CF72 8AJ

Gwaunmiskin Road Surgery, Gwaunmiskin Road, Beddau, PONTYPRIDD, CF38 2AU

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Thank you for your interest in this vacancy. The information given on the following pages outlines details of the post and the interview process along with a detailed profile of the practice.

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OVERVIEW

This post provides an opportunity for a suitably qualified senior manager with the relevant skills to undertake a central role in this long-established medical practice.

If after reading this you have any questions that may influence your decision to apply, then do please contact First Practice Management. Please note that previous NHS management experience may be considered an advantage.

It is important that you provide information to support your application.

You should provide details of your experience, knowledge, and skills in the following areas:

- People leadership and management
- Buildings and premises management
- Regulatory and compliance experience
- Managing finances including managing budgets and financial planning
- Business planning and strategy
- Change management, project management and quality improvement
- Knowledge and development of using IT systems
- Patient/customer services and governance
- NHS experience (if applicable)
- HR and employment law

Your application for this post must be submitted by

Midnight 7th November 2021

INTERVIEW DETAILS AND SELECTION PROCESS

First interviews will take place remotely via the Zoom platform on **Saturday 13th November 2021**.

Those selected for second interview may be invited to visit the practice should this be appropriate (with consideration for safeguarding and current COVID government guidelines).

You will be informed by email whether you have been short listed to attend for interview.

We regret we do not provide feedback for applicants who have not been short listed.

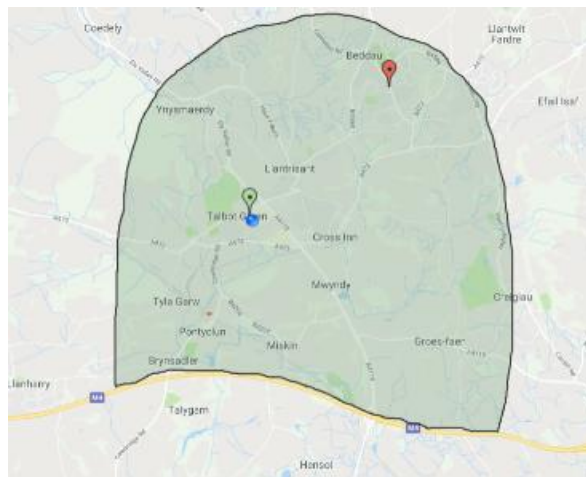


An outline profile of the practice

The location

Talbot Green Group practice operates from two locations, both sites are single story buildings providing level access. The Practice covers the areas of Talbot Green and Beddau and the surrounding areas.

The area catchment map is shown below for patient registrations:



Talbot Green is located at the mouth of the short and mountainous Ely Valley, between Mynydd Garthmaelwg (Llantrisant forest) and Y Graig (Llantrisant). The River Ely runs through along the town boundary before continuing to Pontyclun. The town is bordered by the hill town of Llantrisant to the east, the Village of Pontyclun to the South and Llanharan a few miles to the West.

The practice is situation along the M4 corridor within easy commuting distance of Cardiff and easily accessible to all other areas of South Wales.

The area has links to the rest of Wales with the A4119 linking it in the south to the M4 Motorway, and to the north to the South Wales Valleys. The Talbot Green by-pass opened in 1991 to relieve traffic in the town through disabling access to or from Pontyclun via Cowbridge Road and provided a shorter route for the A473 Bridgend to Pontypridd Road. In September 2010, a £90m by-pass linking Talbot Green to Pontypridd was opened. The by-pass is notable for its three dormouse bridges, built to protect the endangered animals.

A single-track railway runs north from Pontyclun railway station (which is the towns nearest railway station), turning west at Talbot Green to run roughly parallel to the Afon Clun, alongside the north of the A473, and originally ran to the Cwm Coking Works at Tynant, Beddau. All the original railway infrastructure remains intact between Talbot Green and Pontyclun, including the track, signals and bridges. The track is still embedded in the road where it crosses the A473, the warning lights remain at the roadside and the road signs warn drivers to stop if they see warning lights flash at the level crossing. A recent consultative study (Sewta Rail Strategy Study—January 2006) has considered the possibility of reopening the Pontyclun to Beddau branch line, as a passenger line rather than just for freight. This would require new stations at Talbot Green, Llantrisant, Gwaun Meisgyn and Beddau (Tynant).

There are two local shopping areas in Glamorgan Vale retail park and Talbot Green shopping park and the town centre has vastly developed in the last decade.

Talbot Green group practice philosophy

Talbot Green is a two-site practice delivering care to over 12,000 patients. The practice has six GP Partners and are supported to manage the business by the current long standing practice manager who is retiring.

This is a teaching practice for GP Registrars and one of the partners is a training programme director.

The practice team comprises of two salaried GPs, three senior nurses, two healthcare assistants along with an administration team of 13 including a manager at each of the practice sites. The practice manager provides pastoral and professional leadership to all of the team.

There is a friendly culture at the practice with a good mix of partners and team members with partners taking on lead responsibility areas. The practice holds regular staff meetings and would like to develop these further after the pandemic.

The practice falls within the boundary of Cwm Taf Morganwg University Health Board.

The practice is one of the seven practices in the The Taff Ely Cluster area, which runs from Pontyclun to Pontypridd across the Church Village bypass corridor. The aim is to become a *one-stop shop* for any local queries or issues related to health promotion, services available locally and general resources related to patient's health.

Due to retirement, there is now a need for a practice manager to facilitate the smooth running of this patient centred practice and to help develop, innovate, and lead the practice forward, building on the relationships that already exist between doctors, staff, patients, and third-party relationships and to explore opportunities for future practice development.

The successful candidate will take up the post in 2022 to enable a handover with the existing practice manager.

The Doctors

There are six partners and two salaried GPs

Dr R Parfitt (M)

MB BCH (CARDIFF 2001), MRCGP, DCH, GP TRAINER

Appointments: Programme Director Glamorgan Valleys GP training programme, GP Trainer

Interests: Minor surgery

Languages: English

Dr S Foulkes (F)

MB CHB (LEEDS 2002), BSC (HONS), MRCGP, MSC (SEM), DRCOG, GP TRAINER

Appointments: Team Dr Welsh Rugby Union Women's squad and Gwent Dragons, Tutor University of South Wales (dipSEM), Joint Cluster Lead for Taff

Interests: Bro Taf LMC member, Sport and Exercise Medicine.

Languages: English, Welsh

Dr S Lloyd (F)

MB BCH (CARDIFF 1995), BMEDSCI, MRCGP, DFSRH, GP TRAINER

Interests: Women's health, family planning and contraception

Languages: English, Welsh

Dr B Adams (M)

MB BCH (CARDIFF 1999), MRCGP

Interests: Men's health, Dermatology, minor surgery

Languages: English

Dr S Alfaham (F)

MB BCH (CARDIFF 2007), MRCGP, DFSRH

Interests: Women's health, family planning and contraception, child health

Languages: English

Dr M Rogers (M)

MB BCH (CARDIFF 2015), MRCGP, BSC

Interests: Chronic Disease Management, Dementia, Mens Health

Languages: English, Welsh

Salaried GPs

Dr N Parsons (F) – Salaried

Dr Clare Davies (F) – Salaried

Services provided

The practice offers the following services in addition to surgeries and home visits:-

- Family planning
- Women's health and cervical screening
- Baby and Child injections
- Child health surveillance
- Minor operations
- Long Term Conditions:
 - Heart Disease
 - Stroke and TIA
 - Diabetes
 - Hypertension
 - COPD
 - Asthma
 - Epilepsy
 - Hypothyroid
 - Mental Health
 - Cancer
 - Kidney Disease
 - Depression
 - Atrial Fibrillation
 - Obesity
 - Learning Difficulties
 - Drug Misuse
- Antenatal and Postnatal care
- INR
- Vaccinations and immunisations
- Travel vaccination and advice
- New patient checks
- Phlebotomy
- Annual Influenza vaccination programme

There is space at the premises for Health Visitors and Midwives with District Nurses working remotely.

Staff

The practice has a team of 19 health care professionals and administration support who are all practice employed. The cleaning function is contracted.

Practice staff

1 practice manager
2 managers (admin/reception)
11 administrators/receptionists

Clinical staff

3 practice nurses
2 HCAs

Attached Services/Staff

District Nurse
Health Visitor
Community Midwife
First contact physiotherapist
Mental Health Liaison Practitioner
Frailty Team

Premises

There are 10 consulting rooms and 4 treatment rooms across both sites as well as one manager's office, administration rooms and on-site parking.

Computing and Information Technology

The practice is advanced in IT with an ethos to grasp initiatives and drive the digital evolution in primary care, embracing Digital Transformation and implementing all local initiatives. Whilst traditional values are important, the practice takes pride and leadership and sees digital evolution as a constant.

The Covid-19 pandemic has accelerated the ongoing utilisation of digital technology and different ways of working and the practice will continue to look for management input and support to enable it to progress and develop further.

The practice uses Vision clinical system along with econsult and myhealthonline. The Iris packages are used for finance and payroll

An outline profile of the post

This is an excellent opportunity in a two site, forward thinking practice, available due to the existing practice manager retiring after 15 years in post. The successful candidate will need to demonstrate a collaborative leadership style with exceptional communication skills, be well organised, highly motivated, and financially astute. There is a requirement to manage and take responsibility for all business and people aspects of the practice. In addition, the candidate must have the ability to provide strategic guidance and premises development planning to the Partners.

The post of practice manager is a key member of the team and is expected to demonstrate good leadership qualities, with the ability to achieve goals and targets using a combination of personal involvement, motivation of other staff and delegation when appropriate.

The partners also require the successful candidate to be proactive and plan for the future, maximising the practice's potential in relation to business, finance, and professional development of the team, whilst maintaining patient care, understanding, and responding to patients' feedback. The candidate needs to ensure the partners are kept fully informed of local initiatives, presented clearly and concisely to enable them to make informed decisions.

An excellent understanding of IT and digital engagement will be a key requirement of this post.

Understanding current NHS Wales initiatives will be helpful; however primary care is changing substantially and the introduction of new ideas and methods from outside of NHS Wales presents as an attractive proposition to the partners. In addition to adapting the practice to meet the demands of providing high quality patient care, the manager will need to ensure that the practice is financially efficient and compliant with all aspects of health and safety and employment legislation.

References will be requested along with an enhanced DBS check.

Key requirements for the role are:

- Commitment to support the delivery of excellent patient care with vision, willingness, and drive
- Ability to demonstrate excellent organisational and effective communication skills
- Ability to manage change through motivation and leadership
- Ability to manage projects
- Robust finance and business skills to maintain and improve the profitability of the business
- A strategic thinker and planner
- Ability to deliver against key targets
- Knowledge and skills of HR and the ability to act sensitively and effectively
- To ensure compliance
- Lead and chair practice meetings as appropriate
- Develop and co-ordinate systems to improve the efficiency and effectiveness of the practice
- Capability to handle and diffuse complaints
- Work closely with patients and external bodies
- Ability to self-motivate, prioritise organise and/or delegate workload
- Excellent IT knowledge and experience
- To ensure practice policy and standards meet compliance and regulations
- Ability to present the practice to external groups
- Ability to identify, develop and deliver initiatives
- The ability to enjoy diversity and sometimes the unexpected

Key responsibilities

Operational management & planning

- Contribute to the Practice's strategic and operational planning priorities and monitor progress
- Monitor and develop all aspects of service delivery and ensure concordance with local & national guidelines
- Ensure compliance with NHS contractual obligations
- Maintain & manage an effective complaints system and monitor patient response to health care provision and the effectiveness of care
- Contribute to the planning, development, implementation and evaluation of Practice policies and procedures
- Ensure compliance with all relevant legislative requirements, including Health & Safety, employment law, GDPR and premises maintenance
- Prioritise, organise and manage workload in a manner that maintains and promotes quality
- Lead and co-ordinate the premises maintenance programme
- Contribute to the maintenance of quality governance systems and processes across the Practice

Finance

Working with the accountant and partners to take responsibility for the finances of the practice which includes;

- Development and control practice budgets, financial systems and the costs relating to the new development
- Preparation of financial budgets
- Responsibility for income, expenditure, and cash-flow forecasts
- Development and implementation of processes to achieve clinical targets of the Quality Assurance and Improvement Framework and enhanced services
- Liaising with agencies regarding queries with payments relating to the contract, e.g. enhanced services.
- Contributing to profit improvement by exploring areas for increasing income and reducing costs
- Analysing data and contribute to planning and organisation both at practice and wider levels

Strategic Planning

Working with the partners to;

- Keep abreast of current affairs and identify potential opportunities and threats
- Assess and evaluate accommodation requirements and manage the development and expansion opportunities
- Actively promote and develop areas of the practice premises to create additional income and added patient services
- Implement, maintain, and update a practice development plan, oversee the implementation of the aims and objectives
- Assist the practice in the wider community and assist with forging links with other local practices and relevant agencies
- Formulate objectives and research and develop ideas for future practice development
- Represent the practice at wider group meetings
- Make recommendations to the partners for practice development with regard to potential sources of income and enhanced patient and community services

Human Resource Management

- Overall responsibility for recruitment and selection of staff, including contracts of employment and job descriptions

- Ensure Employment Law compliance for the disciplinary and dismissal process and after discussion with the partners take any legal advice necessary
- Knowledge of current employment legislation
- Good employee/employer relationships
- Ensure that members of the existing staff team are aware of any changes that occur in the practice
- Maintain good communication at all times with the practice team
- Implement pay rises/scales and increments at the appropriate time
- Responsibility for appropriate paperwork for doctors/staff DBS (Disclosure and Barring Service) checks
- Ensure that suitable facilities are available to enable all staff to work within the practice
- Responsibility for the health and safety policy and its implementation
- Facilitate the development of a multi-disciplinary effective primary health care team
- Ensure appropriate support for recently appointed staff members
- Provide pastoral support, coaching and mentorship to ensure all staff are equipped to deliver services to the highest possible standard
- Actively promote the workplace as a learning environment, encouraging participation in internal shared learning and external good practice

Information Technology

- Ensure the update of appropriate information governance systems
- Work with IT support to ensure all practice IT and telephone systems are functioning effectively
- Explore opportunities to further develop the practice and ensure initiatives already adopted are maintained

Patient Services

- Ensure that the practice complies with contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Oversee and manage an effective appointment systems
- Routinely monitor and assess practice performance against patient access and demand targets
- Manage the complaints management system
- Manage and share learning from the significant events system
- Manage and share learning from the feedback system

Premises and Equipment

- Liaise with NHS Wales in notional rent reviews
- Ensure the premises are safe and compliant with relevant regulations
- Be proactive and forward thinking in premises management and development

Communication

- Understand and maintain the practice communication systems
- Build/maintain good working relationships with the Cluster, Health Board, community agencies, LMC (Local Medical Committee), other GP practices, pharmacists, community, education bodies, voluntary and private organisations
- Represent the practice at meetings
- Present a professional image and always positively promote the practice
- Share skills and expertise with others
- Ensure continuity of practice staff and clinical meetings
- Coordinate the digital presence and communications via the practice website, social media and sms technology

Miscellaneous

- Other duties which may be decided upon by the partners from time to time.

Practice Manager - Person Specification		
	Necessary	Desirable
Academic/ Vocational Qualifications	<ul style="list-style-type: none"> Evidence of a sound education to minimum A level standard or equivalent Evidence of a commitment to continuing professional development 	<ul style="list-style-type: none"> Degree level certification Relevant management, HR, project management or finance qualification
Experience	<ul style="list-style-type: none"> 5 years' evidence of successfully leading and managing people Experience of working in teams; able to promote teamwork and employee satisfaction Working effectively in a computer environment Financial management experience including understanding of spread sheets and payroll 5 years' experience as a business/senior manager, with knowledge of employment law, leadership, and small business accounts 	<ul style="list-style-type: none"> Management experience in the NHS or in practice management Experience of strategic business planning Experience of working with regulatory bodies Project management Buildings and premises management
Skills	<ul style="list-style-type: none"> A "solutions focused" approach to problem solving Evidence of a collaborative leadership style Effective communication (oral and written) and excellent inter-personal skills Approachable with the ability to listen and empathise Delegation and empowerment of staff Excellent IT skills and computer literacy Leadership skills, including excellent people management skills Good time management Customer service and complaints resolution Negotiating and managing conflict Able to manage change and cope with pressure Networking and facilitation Project management 	<ul style="list-style-type: none"> Change management Presentation skills
Qualities	<ul style="list-style-type: none"> Personable and approachable Self-motivated and confident – able to work with minimal direction Adaptable and innovative Enthusiasm, with energy and drive Gains respect by example, with fairness, integrity & leadership Trustworthy, honest, reliable, caring, and sympathetic Ability to create & maintain a positive working environment Proactive strategic thinking with a clear vision Confidential and conscientious Hard working, reliable and resourceful Willing to work flexible hours as necessary Considered, steady approach Diplomacy 	<ul style="list-style-type: none"> Good sense of humour
Other	<ul style="list-style-type: none"> Non-smoking environment Sufficient English language fluency as required under the Immigration Act 2016 	<ul style="list-style-type: none"> The ability & willingness to travel to meetings & courses Ability to attend a minimum of one evening meeting a month

The principal contract terms

- An annual salary circa £40,000-£45,000
- The post is full-time over 5 working days. The post-holder is required to attend an evening meeting on a monthly basis and any ad hoc evening/weekend meetings as occasionally required
- Annual Leave entitlement will be 30 days per annum plus all statutory bank holidays
- Access to the NHS Pension Scheme
- There will be a mutual assessment period of six months with regular reviews. During this probationary period notice will be two weeks
- Period of notice will be twenty-six weeks upon successful completion of the assessment period