

# **BRO PEDR MEDICAL GROUP**

## **Job Description**

**Job Title:** Practice Business Manager

**Reporting to:** GP Partners

**Location:** Based in Taliesin Surgery, Lampeter with responsibility also for Brynmeddyg Surgery, Llanybydder

### **Job Summary**

To ensure the smooth, efficient running of the Practice, supporting the GP Partners and managing all business, staffing, operational and administrative areas of the Practice.

### **Strategic Management and Planning**

- Manage confidential partnership business and take the lead on any changes.
- Manage and implement all directives from Hywel Dda University Health Board.
- Oversee all contractual requirements for submission to General Medical Services in accordance with the Welsh Government GP Contract.
- Ensure the Practice maximises the opportunities provided via enhanced services and other contractual services and that there is a monitoring and reporting system in place.
- Ensure clinical audits are undertaken as necessary by GPs/Nurses and that the audit cycle is closed by sharing results and ensuring action is taken in response to audit findings.
- Monitor and report progress against QAIF requirements and ensure QAIF attainment is maximised.
- Engagement and full participation in the South Ceredigion Primary Care Cluster.
- Manage all written complaints from patients relating to all matters effectively and efficiently, notifying the GP teams and aiming to promote patient satisfaction and ensuring an effective complaints management system is in place.
- Liaise with any official or professional bodies on behalf of the Practice and Partners as and when required.
- Ensure all relevant policies and procedures, standards and guidance are developed, shared and available to all GPs and staff and reviewed/ updated regularly.
- Arrange and chair regular Partners' and Practice meetings and other outside agency meetings as necessary.
- Prepare and annually update the Practice Development Plan, Business Continuity Plan, oversee the implementation of the aims and objectives, prepare, and submit the contractual Annual Return, Information Governance Toolkit and Clinical Governance Toolkit.
- Facilitate bidding for additional funding and monitor progress against plans and aspirations.

- Assist in formulating objectives and developing ideas for future Practice and Cluster development.
- Oversee annual vaccination campaigns including those arising from pandemics.
- Ensure the Practice is compliant with all statutory and legal requirements including Partnership tax, Health and Safety, Employment Law, GMS contract, Information and Clinical governance, GDPR etc.
- Develop and implement an effective risk management system.

### **Human Resources (working with contracted external HR Advisor)**

- Oversee the recruitment and retention of staff and provide a general personnel management service.
- Keep up to date with employment legislation and ensure that all Practice policies and paperwork including contracts of employment comply with statutory requirements making amendments as necessary.
- Be responsible for and lead on any sickness absence trigger reviews or disciplinary and grievance procedures.
- Develop and implement an effective annual staff appraisal monitoring and management system.
- Manage Practice staff annual leave booking system.
- Identify staff training needs through a training needs analysis. Ensure the induction of all new staff, organise in-house and external training as required.
- Directly line manage all staff ensuring all HR matters are carried out in line with staff handbook regulations.
- To maintain good communication at all times with the Practice team and ensure that all staff are aware of and engaged in Practice developments, via regular team meetings and briefings as well as electronic updates.
- Oversee the reception team rota ensuring there is sufficient staff cover at all times, giving the flexibility required at short notice to cover for illness, etc.
- To organise appropriate paperwork for doctors/staff DBS (Disclosure and Barring Service) checks.
- Ensure all staff are legally and gainfully employed and check on an annual basis that all clinical staff working in the Practice are registered with the appropriate professional body i.e., GMC, NMC and that they have the necessary indemnity cover in place.

### **Financial Management (working with Finance Manager)**

- Manage Practice budgets and seek to maximise income.
- Understand and report on the financial implications of contract and legislation changes.
- Oversee the management of Practice accounts, the prompt submission of year-end figures and liaise with the Practice accountants.

- Oversee the monitoring of cash-flow and the preparation of regular forecasts and reports to the Partners.
- Oversee the reconciliation of bank accounts and negotiate/liaise with the Practice bankers as necessary.
- Oversee the reconciliation of income and expenditure statements and purchase/sales ledger transactions.
- Manage Partners drawings.
- Oversee the management of appropriate systems for handling and recording of cash and cheques and petty cash.
- Control and monitor the ordering of consumables and fixed assets for the practices e.g., stationery supplies, equipment, medical supplies, furniture, and fittings.
- Oversee banking of any monies and maintain financial records.
- Oversee invoicing for any costs owed to the Practice, including all claims.
- To plan and implement pay rises and increments at the appropriate time in agreement with the Partners.
- Liaise with external agents including Bank, Accountants, Employment Law Advisers, and Practice Solicitors when needed.
- Check Global Sum statement and remittances for payment, following up on any anomalies.

### **Payroll and Pensions (working with the Assistant Practice Manager)**

- Oversee payroll, including all HMRC, PAYE, NIC, SSP, SMP and NHS Pension Scheme contributions.
- Oversee new starters, leavers, and overtime claims.
- Liaise with the Assistant PM regarding any contractual changes including pay and hours.
- Oversee changes to tax codes and BACS payments.
- Oversee reporting and management systems.
- Oversee the submission of starters, leavers, and changes to personal data to NHSBSA via Pensions Online.
- Oversee the submission of SD55 annual returns.
- Oversee the reporting and payment of employee and employer NHS Pension contributions.
- Oversee joiner forms, contractual and auto enrolment.
- Oversee NHS Pension estimate requests and the processing of retirement benefit claims.
- Oversee the submission of monthly GP1 reports.

**Quality assurance:**

- Implement a Practice culture of continuous quality improvement.
- Be proactive in developing high quality patient care services and maintaining a pleasant and rewarding working environment.
- Ensure patient confidentiality and the highest standards of information governance are complied with.
- Have management overview of the safety alert and audits.
- Manage the significant event process, arrange meetings to discuss and ensure lessons learned are implemented.

**Patient Services**

- Maintain registration policies and monitor patient turnover and capitation.
- Oversee and develop and manage an effective appointment system.
- Oversee surgery timetables, duty rotas and holiday cover.
- Monitor and assess Practice performance against patient access and demand management targets.

**Information technology:**

- Proficient IT skills in all Microsoft packages, in-house databases, financial and scanning packages, and ideally clinical systems in order to share expertise with other staff members and clinicians where necessary.
- Ensure the Practice can maximise the effective use of IT to keep up to date with technological developments, especially in compliance with GP contractual elements.
- Oversee the management of the Practice website and patient digital communication systems ensuring they are kept up to date.
- Motivate, support, and monitor staff in the use of IT; organise, oversee, and evaluate IT training.
- Ensure that the Practice has effective IT data security, back-up, maintenance, and disaster recovery plans in place.
- Liaise with Digital Health & Care Wales regarding systems procurement, IT funding and national IT development programmes.

**Premises:**

- Keep records of any maintenance and cleaning contracts and be responsible for the general upkeep of both surgery premises, arranging repairs and replacements.
- Be responsible for ensuring Practice compliance with legislation relating to health and safety, maintain and manage health and safety policies and procedures and

advise on any training relating to health and safety procedures required for all members of staff.

- Be responsible for arranging any equipment testing for health and safety compliance e.g., PAT testing, extinguisher testing, equipment calibration, emergency lighting and alarm system and annual testing of heating and water systems.
- Ensure the premises and business insurance policies are maintained.
- Ensure the Practice motor vehicle is annually serviced, MOT tested, and insurance is maintained.
- Ensure all accidents or dangerous incidents are investigated, recorded, and reported where necessary to external agencies and any follow-up undertaken.
- Ensuring appropriate numbers of trained Fire Marshals are maintained and implement weekly testing of the premises fire alarms and arrange twice yearly fire drills.
- Perform any duty specifically designated by the partners, deemed as being appropriately the responsibility of the Practice Business Manager.

## **Health and Safety**

Assist in promoting and maintaining health, safety and security for all staff as defined in the Practice Health & Safety Policy, to include:

- Ensuring compliance with legal requirements and that systems are in place to minimise risk and identify potential problems.
- Using personal security systems within the workplace according to Practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified and arranging action to minimise risk and ensure any lessons are identified, learned, and disseminated.

## **Equality and Diversity**

Support the equality, diversity and rights of patients, carers, and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers, and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

## **Personal & Professional Development**

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

## **Confidentiality**

While seeking treatment, patients entrust the Practice with, or permit the gathering of, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

All staff may have access to confidential information relating to patients, their carers', Practice staff and other healthcare workers. The Practice Business Manager may also have access to information relating to the Practice as a business organisation. **All such information from any source is to be regarded as strictly confidential.**

## **Core tasks and functions**

The job description is intended to provide a broad outline of the main responsibilities of the post. It is not exhaustive and the postholder will need to be flexible in developing the role.

## **Duration of post**

Permanent, subject to a six-month probationary period, with a mid-stage review at three months. To protect the interests of the Practice, the Partnership reserves the right to terminate employment during the probationary period at one week's notice.

October 2023