

JOB DESCRIPTION

JOB TITLE: PRACTICE MANAGER

REPORTS TO: THE PARTNERS

HOURS: 37 ½ hours per week/full time

Job summary:

Responsible for the smooth, efficient and profitable running of the practice and maintaining a happy and committed team.

Keeping the partners abreast of forthcoming changes in the NHS and giving them options for responding to change.

Job responsibilities:

Personnel and Training

- Managing the administrative staff and non-clinical management of nursing staff, including securing funding and taking lead responsibility in staff appraisal and organising recruitment selection and training.
- Ensuring contracts of employment are provided to all staff and that all relevant employment legislation is followed. Ensuring the practice's employment policies and procedures are comprehensive and up to date.
- Ensure adequate staffing levels at all times.
- Manage GP rota and appointment system.
- Manage training needs of all new staff to agreed standards.

Finance and Profitability

- Responsibility for the book-keeping, petty cash and other financial aspects of the practice, including payroll and NHS pension scheme arrangements
- Ensuring that all income and expenditure due to or made by the practice is received or recorded in the accounts of the practice and preparing financial reports for the partners.

QAIF

- Responsibility for overseeing Access and QI Projects and support admin and clinical teams where necessary
- Responsibility for QAIF submissions and reporting to the Health Board

Enhanced Services

- Responsibility for ensuring enhanced services offered by the practice are delivered to a high standard
- Responsibility for ensuring ES audits are completed in a timely manner ready for reporting to the Health Board

Information Technology

- Responsibility for the computer system, telephone system and remote access equipment including organising any maintenance and developments to the system.

Information Governance

- Ensure compliance with GDPR and current Data Protection legislation

Premises and Equipment

- Responsibility for security, repairs, insurance and maintenance of premises, services and equipment.
- Ensuring that the practice complies with aspects of Health & Safety at Work (HASAW) legislation.

Patient Services

- Implementing and maintaining systems to receive patient enquiries and suggestions, including oversight of the practice-based complaints procedure in conjunction with the relevant partner.
- Reviewing and updating the practice's information leaflet/website, practice publicity and health education material.
- Deal with more complex enquiries from patients as necessary.

Future Planning

- Preparing a practice business plan, annual report and practice aims and objectives as required by the partners
- Keeping abreast of developments within the NHS that might impinge on the practice or individual partners and offering options for consideration by the partners.

External Relationships

- Ensuring efficient internal and external communication, including being the focal point for contact with the primary care organisation, solicitor, accountant and other bodies

This list is not exhaustive and can be amended at the discretion of the Partners

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather 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
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They 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
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will implement and lead on the full range of promotion and management of their own and others' health, safety and security as defined in the practice Health & Safety policy, the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintaining an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines, and ensure implementation of these across the business
- 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 across the business
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training (minimum annually)
- Routine management of work areas to keep them tidy, safe and free from hazards
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and Diversity:

The post-holder will 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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, with such training to include:

- 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

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder will recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

PERSON SPECIFICATION

Person Specification – Practice Manager		
Qualifications	Essential	Desirable
Practice Management Qualification e.g. Amspar		✓
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and / or Management Qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of managing accounting procedures including budget and cash flow forecasting	✓	
Experience of working in a health care setting	✓	
Experience of HR / managing staff	✓	
Experience of performance management, including appraisal writing, staff development and disciplinary procedures	✓	
Experience of successfully developing and implementing projects	✓	
Experience of workforce planning, forecasting and development	✓	
NHS / Primary Care General Practice experience		✓
Relevant health and safety experience		✓
Experience of chairing meetings, producing agendas and minutes		✓
Skills	Essential	Desirable
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
Vision user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to network and build relationships	✓	
Proven problem solving & analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a solutions focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively	✓	