

Practice Manager Job Description

Job Title	Practice Manager
Accountable to	GP Partners
Hours per week	32

Job Summary

To manage and coordinate all aspects of practice including motivating and managing staff, optimising efficiency, and financial performance, ensuring the practice achieves its long-term strategic objectives in a safe and effective workplace.

Through innovative ways of working, lead the team in promoting quality and continuous improvement, confidentiality, and collaborative working to provide safe patient services through learning and development and ensuring practice complies with NHS Contractual obligations and CQC regulations.

Primary Responsibilities

The following are core responsibilities. There may be on occasions, a requirement to carry out other tasks dependent upon workload and staffing levels.

Patient Services:

- Oversight and co-ordination of patient services, ensuring commitment of quality care to improve health and wellbeing of registered patients.
- Ensure practice complies with NHS contractual obligations in relation to patient care.
- Collaborative working with PCN, larger NHS agencies and community care.
- Ensuring all members of the team are appropriately trained to manage patient services throughout the practice.
- Oversee appointment system and track capacity and demand.
- Maintain Registration Policies and monitor patient list size.
- Manage any complains and queries, ensuring they are full investigated and responded to in line with NHS Standards. Monitor and feedback to partners and NHS England in line with contractual obligations.
- Managing all public information such as patient leaflets, website content and website content.
- Oversee delivery of patient services/contracts in conjunction with clinical and administrative leads (GMS, QOF, Enhanced Services, IIF).
- Oversee dispensary services in conjunction with Dispensary lead and ensure DSQS requirements are met and safe, effective and efficient dispensing service.
- Working with Lead nurse to ensure Infection Prevention Controls are in place and monitored.
- Oversee GDPR regulations and submission of annual DSP Toolkit.
- Working alongside Research Lead to maintain register and income streams.
- Delegation, training, and development of team to reach their full potential.

Strategic Management and Planning:

- Keep abreast of current affairs and identify potential threats and opportunities.

- Prepare and maintain the Practice Business Plan and oversee the implementation of actions to meet aims and objectives.
- Monitor practice performance against Business Plan and evaluate against other local and national practices.
- Ensure CQC standards are being maintained.
- Lead change and overseeing the coordination of continued quality improvement initiatives.

Finance:

- Manage practice finances including production of monthly accounts, VAT returns and payroll and partners drawings.
- Management of NHS Pension Contributions and returns.
- Monitoring petty cash.
- Reconciliation of dispensary income and expenditure.
- Maintain an effective liaison with accountant, overseeing practice accounts and ensuring year end accounts are present and dealing with Accountants' queries when they arise.
- Monitor receipt of income and expenditure from PCN, ICB, NHSE and other agencies.
- Ensuring adequate practice insurance is in place.
- Management of practice equipment supplies and services.

Human Resources:

- Oversee the day-to-day operations of the practice ensuring sufficient staffing levels to provide safe patient services.
- Monitoring staff absences to ensure rotas and business continuity is maintained.
- Management of recruitment, induction, training, and appraisals for staff. Obtaining pre-employment checks including references and DBS checks where appropriate.
- Direct line management of all staff including ARRs staff.
- Working alongside HR Consultants to ensure HR Policies and Staff Handbooks are kept up to date in line with current regulations.
- Monitoring staff training matrix.

Premises and Health & Safety:

- Manage the premises including Health & Safety aspects ensuring compliance with health and safety regulations including risk assessments and compliance with mandatory training.
- Manage contracted services.
- Oversee building maintenance and repairs.
- Handle all maintenance and utility contracts.
- Maintain building and security systems.
- Maintain insurance for premises, stock and public liability.
- Work alongside other team members to maintain infection prevention control.

Communication and engagement:

- Develop, implement, and embed an effective communication strategy (internal and external).

*Manor House Surgery
Mill Lane Belton Loughborough Leics LE12 9UJ
Telephone: 01530 222368*

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*Partners: Dr Melanie J Aram MB ChB MRCGP DRCOG, Dr Jamie Gordon MB ChB & Dr Leigh Martin MB ChB
Salaried GP: Dr Cerys Gordon MB ChB MRCGP DRCOG*

- Oversee the publishing communications in all methods of social media, website content, SMS messages.
- Organise regular reception, dispensary, nursing and partners meetings.
- Organise regular MDT meetings with external agencies.
- Attendance and liaison with local PCN and ICB meetings.
- Manage the practice IT system, delegating staff to act as administrators.
- Ensure compliance with IT security and information governance.
- Manage clinical and telephone system.
- Management and liaison with Patient Participation Group.
- Develop and implement a Protected Learning Plan for team

Secondary Responsibilities

In addition to the primary responsibilities the post holder may be requested to:

- Deputise for the partners at internal and external meetings.
- Act as primary point of contact for PCN, LLR ICB, NHSE, Community Services and other external agencies.
- Participation in audit as required.

Generic Responsibilities

All staff have a duty to conform to the following:

Equality, Diversity and Inclusion

A good attitude and positive action towards ED&I create an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons:

- It improves operational effectiveness
- It is morally the right thing to do
- It is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to treat other staff and our patients with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

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The practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty of care to take reasonable care of health and safety at work for you, your team and others and to cooperate with employers to ensure compliance with health and safety requirements. All employees should comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (Workplace) Regulations 1999 and other statutory legislation.

Confidentiality

The Practice is committed to maintaining an outstanding confidential service. Patients expect us to collect and retain sensitive information relating to their health and other associated details. Patients have a right to expect all staff to respect their privacy and always maintain confidentiality. It is essential that all staff protect patient information and provide a confidential service.

Safeguarding

Safeguarding is everyone's responsibility. The practice aims to protect people's health, wellbeing, and human rights, and enable them to live free from harm, abuse, neglect and staff are expected to act appropriately in response to any concern around adult or child abuse or neglect. Safeguarding training is completed at induction and staff must comply by the safeguarding policies and procedures.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

You will be required to complete the induction programme and the practice management team will support you throughout the process.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competencies to perform their role. All staff will be required to participate and complete mandatory training, as well as in practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and

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ultimately, enable them to improve processes and service delivery.

Collaborative Working

Teamwork is essential when working within a multidisciplinary team and all staff should recognise the significance of working collaboratively and understand their role and scope sits within the wider practice team.

Staff should prioritise their own workload and ensure effective time management strategies are embedded within the culture of the practice.

The post holder is to work with the team to support others to explore and develop new ways of working and work effectively to provide patient care.

Effective communication is essential, and all staff must ensure they communicate in a manner that enables accurate and appropriate sharing of information.

All staff should delegate clearly and appropriately with clear lines of accountability, adopting principles of safe practice and assessment of competence.

Security

The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and act upon suspicious activity immediately.

Premises keys are provided for the exclusive use of the keyholder and must not be passed to a 3rd party without consent or duplicated. Under no circumstances should staff share keys or codes for door locks. Likewise, password controls are to be maintained and not to be shared.

Professional Conduct

Staff are required to dress appropriately for their role in line with Employer Handbook Policy.

Annual Leave

All team members are entitled to take their annual leave allocation in line with practice policy and after approval by line manager/Practice Manager. Public holidays will be calculated on a pro-rata basis dependent upon the number of hours worked.