



FIRST PRACTICE MANAGEMENT

Working together with

Quayside Medical Practice
Chapel St, Newhaven BN9 9PW

<https://quaysidemedicalpractice.nhs.uk/>

FOR YOUR FUTURE IN PRIMARY CARE

INDEX

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 experienced business, HR, or finance manager with the relevant skills to undertake a central role in this innovative practice in Newhaven.

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.

Please complete the application form electronically and email it back to donna@firstpracticemanagement.co.uk. Please note CVs can be included too, but a completed application form **must** be included.

It is important that you provide a covering letter supporting your application and email this, together with the application form. This letter should be a Word document of ideally no more than two pages of A4.

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

- Managing finances
- IT and innovation
- Business strategy, project planning and delivery
- Strategic change management
- Patient/customer services and governance
- HR including recruitment and employment law

**Your application for this post must arrive by
5pm Wednesday 31st July 2024**

INTERVIEW DETAILS AND SELECTION PROCESS

Interviews will take place in person on Monday 12th August 2024.

You will be informed by email whether you have been short-listed to attend for interview. First Practice Management is assisting with the recruitment process and is not involved in the final decision-making process in terms of interview selection or appointment, this is the responsibility of the recruiting practice.

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

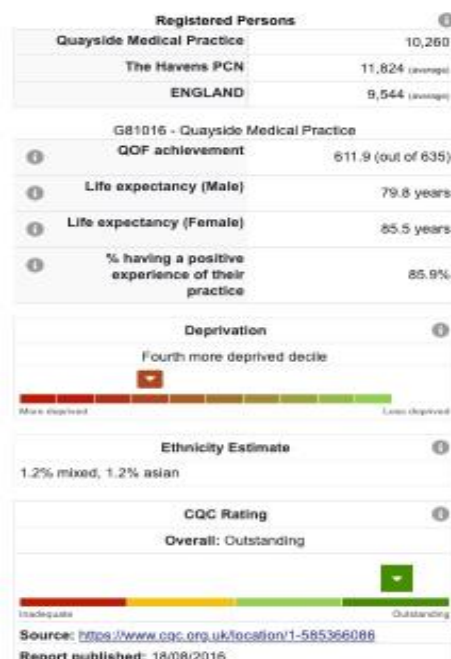
An Outline Profile of the Practice

Quayside Medical Practice is located close to Newhaven Harbour and Marina on the south coast between Brighton and Eastbourne in East Sussex. Newhaven is where the River Ouse, emerges from the South Downs into the English Channel.

The practice catchment area extends along the Havens coastal strip from Telscombe Cliffs through Peacehaven to Newhaven and in land to cover Denton, South Heighton and the outlying villages of Tarring Neville and Piddinghoe.



10,529 patients are registered with the practice and public health data in 2022 detailed this area as in the fourth most deprived decile based on the deprivation score (IMD). Newhaven is largely a working community and there is a higher prevalence of 15–49-year-olds registered at our practice than the national average.



Quayside Medical Practice

We are a busy and friendly team, rated Outstanding by the Care Quality Commission (CQC) which we aim to maintain by consistently monitoring our practice.

We are part of The Havens Primary Care Network (PCN) and were until recently the lead practice for the PCN. Quayside Medical Practice holds a General Medical Services contract (GMS) within the Sussex Integrated Care System (ICS) and we train a variety of students and both Foundation and Specialist trainees in General Practice.

We are a cohesive, friendly team which is evidenced by a variety of meetings, a shared coffee and lunch space plus 3-4 protected learning events per year. There is a strong supportive ethos and clinical teams discuss cases each day to maintain the practice's reputation for high quality clinical care. Team well-being is highly valued and social events are well attended and popular, as are parkrun, swimming, and the facilities of the neighbouring Leisure Centre.

6 GP Partners

Dr Paul Moore

(Clinical Lead Partner) MB ChB Birmingham, DFFP, Fully Registered 1989

Dr Lucy Stewart

MB ChB Bristol, DRCOG MRCP (Paeds) MRCGP DFSRH, Fully Registered 1989

Dr Kate Tranter

MB BS London, BA MRCGP DCH DFSRH, Fully Registered 2007

Dr Geraldine Vaughan

BM Southampton, MRCGP DFSRH, Fully Registered 2007

Dr Steven Roberts

MB BS London, BSc MRCGP, Fully Registered 2011

Dr Rohit Gupta

MB BS India, Fully Registered 2006

4 Associate (salaried) GPs

Dr Sita Wadher

State Exam Med Germany, MRCGP, Fully Registered 2010

Dr Yvonne Galan

MB ChB Manchester, DRCOG, DTM&H, DFFP, JCPTGP, Fully Registered 1994

Dr Peter Smith

MB BS Hull & York, MRCP, Fully Registered 2011

Dr Sarah Redvers

MB CHB Manchester, MRCP, DCH, Fully Registered 2001

Nursing team

Suzanne Robinson

(Lead Practice Nurse) RGN

Jane Waterman

(Triage Practice Nurse) MSc ANP

Clare Senior

(Practice Nurse) RN

Emma Walkling

(Practice Nurse) RN

Sue Leighton-Jones

(Practice Nurse) RENG

Tracey Mumberson

(Health Care Assistant)

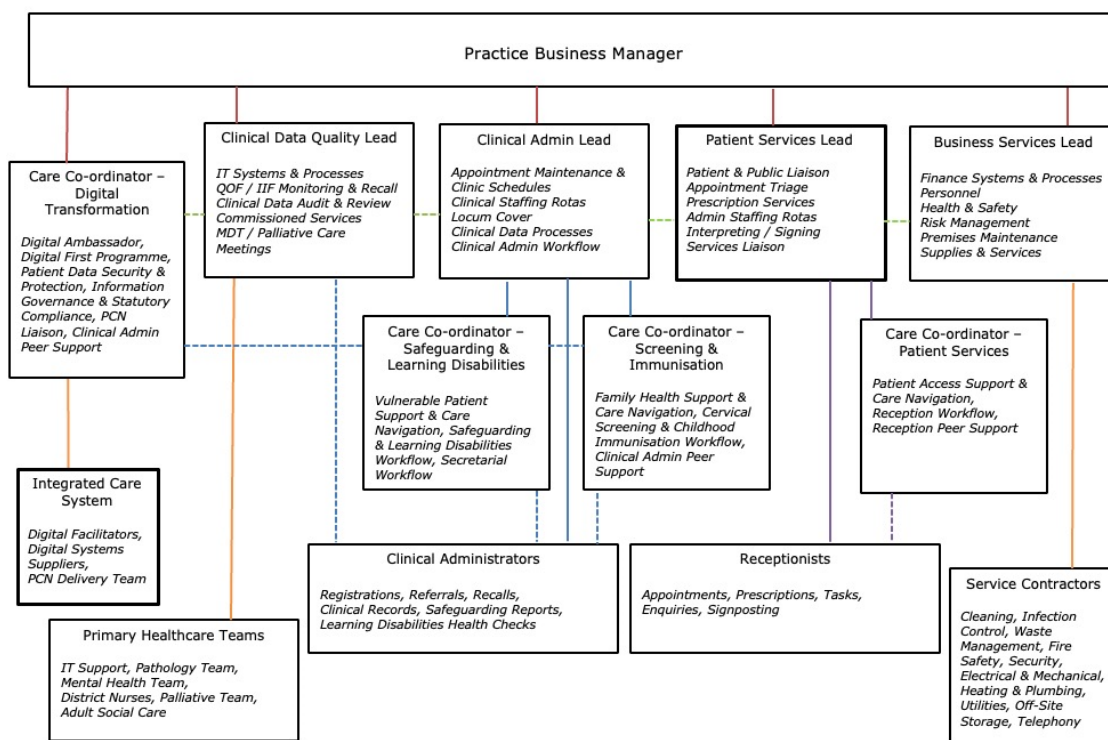
Administration

There is a larger and more diverse mix of non-clinical staff than many other practices, which has allowed the practice to run things extremely efficiently.

Our professional team of administrators provide both front facing services and back-office functions which are vital to the smooth running of the Practice and our delivery of high-quality patient care.

This advertised role will replace the outgoing Practice Business Manager.

Administrative Organisation Chart



Premises

The current premises were redeveloped in 2000 and the practice is now outgrowing the building's capacity. With that in mind, the partners have been working with other organisations to secure new premises to suit the needs of patients and staff for the future, with plans making promising progress.

Key factors in this move are that the new premises are strongly supported by public consultation and the local District Council, as they develop the Town Centre, and maximise accessibility by public transport, yet remain within 400 metres of the original practice location. Newhaven's other GP practice is also moving to the development site, and crucially the local leisure centre is adjacent and are keen to offer innovative health-related activities in alignment with our plans to promote community health.

The new Practice Business Manager will lead this move for Quayside Medical Practice.

Although on-street parking is restricted, limited parking is available in the attached car park. Additionally, there are Pay & Display car parks nearby. Town centre shops are in close walking distance.

Computing and Information Technology

The practice uses the EMIS Web clinical system, supported by Ardens Pro for clinical template management, and DocMan10 document management. The Clinical Systems Administration team are well developed. Iris software is used for accounting and payroll systems.

The Practice Business Manager is in overall control of these areas and regularly reports to the partners on the finances.

An Outline Profile of the Post

The successful candidate will be an experienced leader and have a natural curiosity in processes and people. This role is ideal for someone who has ideas about how changes can be made in a collaborative way based on learnt experience, QI methodology and good practice. You will be interested in estates development and organisational design to help the practice move forward with the growing patient numbers and the premises relocation.

This is a key role within the team and it essential that you 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 with a visionary, growth mindset, maximising the practice's potential in relation to business and finance opportunities, whilst maintaining patient care. The candidate needs to ensure they keep themselves fully informed of local and national proposals and initiatives, and in turn translate that into proposed changes to the partners. A good understanding of IT and digital engagement will be required in this post.

An understanding of current NHS working is mandatory. However, primary care is changing substantially and the introduction of new ideas and methods from outside of the NHS presents 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, employment legislation, data security and protection and the Care Quality Commission.

The opportunity for further personal development will be given in order to develop skills in line with practice needs.

References will be requested along with an enhanced DBS check.

Key requirements for the role are:

- Experience of managing successful teams and designing, leading and implementing new projects
- Experience of identifying, developing and delivering new business initiatives including estates development
- A growth mindset and be adaptable to the shifting landscape of Primary Care
- The ability to manage change through motivation and proactive leadership
- Commitment to developing, mentoring, training and empowering all staff - and encouraging key staff to themselves be leaders
- Ability to sensitively manage patient feedback, learning from such events to drive change
- Excellent communication skills
- Knowledge and experience of human resources including safe recruitment and the ability to act sensitively and effectively
- Ability to work under pressure

Key responsibilities

Finance

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

- Develop and control practice budgets, financial systems and costs relating to new developments
- Preparation of financial reports
- Responsibility for income, expenditure, and cash-flow forecasts
- Ensuring organisational requirements of the Practice contract are fully met and complied with
- Development and implementation of processes to achieve clinical targets of QOF and enhanced services
- Liaising with the commissioners and payment 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 relating to commissioning as appropriate and contribute to planning and organisation both at practice and place level

Strategic Planning

- Keep abreast of current affairs and identify potential opportunities and threats
- 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 and in particular working collaboratively with the PCN (Primary Care Network)
- Represent the practice at ICB/S meetings
- Make recommendations to the partners for practice development with regard to potential sources of income and enhanced patient and community services

Human Resources

- Overall responsibility for recruitment and selection of staff, including contracts of employment and job descriptions
- Utilise support from external agencies to 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
- Oversee rotas which allow good staff cover at all times as well as giving the flexibility required at short notice to cover for illness, etc.
- 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
- Encourage personal staff development and motivation

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
- Ensure the DSP toolkit requirements are met

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 effective appointment systems
- Routinely monitor and assess practice performance against patient access and demand targets
- Oversee the complaints management system
- Manage the significant events system
- Liaise with patient groups and encourage development of the PPG

Premises and Equipment

- Represent the practice to negotiate leasing contracts and their renewals
- Liaise with NHSE&I in rent reviews
- Ensure the premises are safe and compliant with relevant regulations

CQC

- Responsibility for maintenance and compliance with CQC regulations
- Communication with CQC to meet regulations

Communication

- Ensure compliance with the latest NHS recommendations
- Understand and maintain the practice communication systems
- Build/maintain good working relationships with NHSE&I, the ICS, hospitals, community agencies, LMC (Local Medical Committee), other GP practices, pharmacists, community, education bodies, voluntary and private organisations
- Represent the practice at meetings and seminars
- Share skills and expertise with others
- Ensure continuity of practice staff and clinical meetings
- Responsible for the practice response to online feedback such as from NHS Choices and Google reviews if necessary.
- 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 Business Manager - Person Specification		
	Necessary	Desirable
Academic/ Vocational Qualifications	<ul style="list-style-type: none"> • Evidence of a sound education • Evidence of a commitment to continuing professional development 	<ul style="list-style-type: none"> • Degree or equivalent • Relevant Business, Finance or Management qualification
Experience	<ul style="list-style-type: none"> • 5 years' experience of successfully leading and managing teams • HR, Employment Law, and Recruitment • Working in an IT led environment • Financial management experience including small company accounts • 3 years' experience as a business/senior manager, with knowledge of contract management and small business accounts • Change management and a driver of change 	<ul style="list-style-type: none"> • Management experience in the NHS or in primary care • Experience of strategic business planning • Experience of working with regulatory bodies and preparing for inspections • Working knowledge of IT/Business infrastructure and MS office
Skills	<ul style="list-style-type: none"> • A "solutions focused" approach to problem solving • Intelligent with a fast-learning ability • Effective communication (oral and written) and excellent inter-personal skills • Approachable with the ability to listen, nurture and empathise • Delegation and empowerment of staff • Appropriate 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 • Motivational with a growth mindset 	<ul style="list-style-type: none"> • Project management
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 • 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"> • Sufficient English language fluency as required under the Immigration Act 2016 • Non-smoking environment 	<ul style="list-style-type: none"> • The ability & willingness to travel to meetings & courses • Ability to attend evening/weekend ad-hoc meetings

The Principal Contract Terms

- An annual salary of £55,000-£60,000 depending on experience
- The post is 37 hours per week, and the post-holder is required to attend 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 period, notice will be two weeks.
- Period of notice will be three months upon successful completion of the assessment period.