

Job Description

Job title PRACTICE MANAGER

Hours: 37.5 hours per week

Holidays: 30 days plus 8 bank holidays

Direct Reports: Admin Lead, IT & Facilities Lead, Management Assistant, Dispensary Manager, Nursing Manager, Reception Manager

Reports to: Business Manager and the Partners

Blofield Surgery

Blofield Surgery (BS) is a six-doctor dispensing practice providing care to around 9,000 patients in and around Blofield in North Norfolk.

We enjoy working from modern, purpose-built premises. The partners and staff have a shared belief in the delivery of high quality, traditional and personal family healthcare. Our patients enjoy good access to care and we have a strong ethos to recognise their needs when driving forward patient services. It is important to the partners to treat our staff well. We are proud to recently begin teaching medical students and training GP trainees. To promote a multi-disciplinary team approach, we share our premises with other providers including a physiotherapy, mental health services and social prescribers.

The practice is part of the NN4 PCN and we offer enhanced access appointments.

Main purpose of role

To work with the Business Manager the Partners and other members of the management team to ensure the efficient and effective running of the Practice.

Responsibility for the smooth, efficient running of the practice, by inspiring, motivating and supporting day to day, a happy and committed team, to deliver high quality healthcare to patients.

Working with the Business Manager to keep the partners abreast of forthcoming changes in the NHS and giving them options for responding to change. The practice manager will give guidance to team leaders in ensuring all elements of the business meets our aims in relation to quality, statutory obligations, financial stability and excellent patient service.

To conclude, we hope the practice manager will show leadership and direction to the various teams in Blofield Surgery, they will be able to engage with, inspire, motivate and build confidence in their working colleagues.

Key relationship

Internally

Partners, salaried GPs, and all clinical staff. The business manager and team leads within Blofield Surgery, and all other indirect reports. ARRS staff and all other Blofield Surgery staff.

Externally

Our colleagues at the NN4 PCN, ICB, other local healthcare providers, contractors & suppliers to BS.

Post responsibilities:

Human Resource Management

- Managing the administrative and reception staff and non-clinical management of nursing staff, including securing funding and taking lead responsibility in staff appraisal and organising recruitment, selection and training of staff.
- Ensuring contracts of employment are provided to all staff and that all relevant employment legislation is followed.
- Ensuring the practices employment policies and procedures are comprehensive and up to date. Manage staffing levels within budgetary targets and retention ambition.
- Evaluate, organise and oversee staff training and ensure that all staff are adequately trained to fulfil their role.
- Overseeing and where necessary conducting staff appraisals and keeping records thereof.
- Support and mentor staff, both as individuals and as team members.
- Implement effective systems for the resolution of disputes and grievances.
- Keep abreast of changes in employment legislation.
- Maintain up-to-date HR documentation (including job descriptions, employment contracts and employment policies)
- Using TeamNet and working with the management assistant, to manage annual leave requests and oversee team leaders to manage staff absences.

Organisational:

Working closely with the Business Manager and where appropriate will:

- Convene meetings, prepare agendas, and ensure distribution of minutes as necessary.
- Develop Practice protocols, policies and procedures, review and update as required.
- Working with the Infection Control Lead and external cleaning company, ensure that Practice premises are properly maintained and cleaned.

- Working with the Management Assistant, develop and review Health & Safety policies and procedures and keep abreast of current legislation including adequate fire prevention and security systems are in place.
- Work with the Business Manager to ensure that the Practice has adequate disaster recovery procedures in place.
- Working with and overseeing the management assistant, arrange appropriate maintenance for practice equipment.
- Oversee the practice leads in the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities.

Finance and profitability

- Work with the Admin Lead role to ensure bookkeeping, petty cash and other financial aspects of the practice are kept up to date to be able to report back to the Business Manager.
- To ensure the monthly payroll and NHS pension scheme arrangements are accurate for all practice staff.
- Ensuring that all income and expenditure due to or made by the practice is received or recorded in the accounts of the practice and assist the Business Manager in preparing financial reports for the partners.
- Understanding and when required reporting on income received from enhanced and locally commissioned services and overseeing efficient claiming of this income.

Information technology

Working with other team members and delegating where appropriate to:

- Maintain the responsibility for training and usage of S1 within the practice and all other internal computer systems including organising any maintenance and developments to IT systems such as Agilio TeamNet.
- Ensure compliance with Data Protection legislation.

- Evaluate and plan practice IT implementation.
- Work with the Admin Lead to set targets and monitoring standards for data entry and data collection.
- Ensure that the practice has effective IT data security, back-up, maintenance and disaster recovery plans in place.
- Liaise with IT providers commissioned by the ICB regarding systems procurement, IT funding and national IT development programmes.
- Ensure that the practice's website is properly and accurately maintained with the providers and that the NHS choices website is also kept up to date and that any patient comments are acknowledged.
- Ensure compliance with Data Protection legislation and the practice is correctly registered with the Information Commissioner.
- Ensure that all staff are aware of confidentiality around patients records and sensitivity of data.

Patient services

- Implementing and maintaining systems to receive patient enquiries and suggestions including responding to complaints following the practice-based complaints procedure in conjunction with the relevant partner.
- Ensure service development and delivery is in accordance with local and national guidelines. Ensure the practice complies with NHS contractual obligations for QOF and commissioned services in relation to patient care.
- Reviewing and updating the practice information leaflet/website, practice publicity and health education material.
- Work with the Patient Participation Group to organise quarterly meetings, newsletters and surgery events.

Health and Safety:

- Working closely with the Business Manager and our designated H&S support service to ensure job holders across the practice adhere to their individual responsibilities for infection control and H&S, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Keep up to date with knowledge of H&S and infection control statutory and good practice guidelines and ensure implementation across the business.

- Make effective use of training to update knowledge and skills and initiate and manage the training of others.
- Use appropriate infection control procedures; maintain work areas in a tidy and safe way which are free from hazards. Take remedial action where needed.
- Actively identify, report and correct H&S hazards and infection hazards immediately when recognised.

CQC

- Ensure the Practice's CQC registration is kept up to date.
- Changes to the partnership are notified to CQC as well as the Area Team NHS England through the registered manager.
- Documentation procedures and policies are kept up to date and disseminated to heads of department as required.
- Ensure through team leads that all staff are aware of and implement policies and procedures.
- Maintains responsibility for ensuring all practice staff are briefed on what to expect at a CQC inspection and are prepared as such.
- Oversees and works with lead partner keeping prepared for CQC visits.

Equality and Diversity:

- Working closely with the Business Manager to 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.
- Behave 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:

- The post-holder will participate in any training programme implemented by the practice as part of this employment, 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.
- Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Future planning

- Support the Business Manager in preparing practice business plans, annual reports and practice aims and objectives as required by the partners.
- Supporting Business Manager in scheduling Partners away days and risk management meetings.
- Keep abreast of developments within the NHS that might impinge on the practice or individual partners and offering options for consideration by the partners.

Person Specification

Qualifications	Essential	Desirable
Degree level qualification or equivalent that demonstrates analytical knowledge and ability	✓	
Masters level qualification or equivalent experience that demonstrates Leadership, Management, Financial or Business Administration knowledge and ability		✓

Experience	Essential	Desirable
Experience of working with the general public both face to face and on the telephone	✓	
Experience of leading a department or organisation	✓	
Experience of data analysis/audit work, producing reports and presenting findings	✓	
Experience of reviewing risks and/or responding to complaints/significant incidents	✓	
Experience of working within healthcare setting		✓

Working knowledge of SystemOne clinical system or equivalent		✓
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Skills	Essential	Desirable
Excellent communication skills (Written and Oral), confident IT skills (Microsoft Word, email etc.)`	✓	
Clear, polite telephone manner	✓	
Leadership and staff training	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills and good judgement	✓	

Behaviours	Essential	Desirable
Smart, polite, honest, reliable and confident	✓	
Planning and organising work of self and colleagues, sees activities through to completion	✓	
Consistently performing to a high standard even when under pressure	✓	
Adaptable and flexible	✓	
Using initiative and judgement – when to ask for help/advice, when to hand over to others more suitable/qualified	✓	
Leading and working as part of a team and being supportive of colleagues	✓	

Self-motivated, sets high personal standards, consistently meets agreed objectives and targets	✓	
Can do attitude and encourages others in same	✓	
Maintains confidentiality at all times	✓	