



JOB DESCRIPTION

Job Title: Practice Manager

Responsible to: Principal Doctors - Dr Alan Peel, Dr C Shukla, Dr S Dasari

Summary

The main focus of the role will be on business, finance, human resources, information technology and practice development including income generation.

The post holder will adopt a strategic approach to the development and management of services, ensuring service development and delivery is in accordance with local and national guidelines and that the practice complies with contractual obligations in relation to patient care.

The post holder will need to keep abreast of NHS developments that will impact on the General Practice, seeking challenges and opportunities, disseminating new guidance to partners and staff, advising on appropriate action.

Key result areas:

Strategic Management and Planning

1. Contribute to Practice strategy; formulate objectives and research and develop ideas for future Practice development.
2. Manage IM&T and evaluate performance of the Practice team against key performance indicators and CQRS targets; identify and manage change.
3. Assess and evaluate equipment requirements.
4. Prepare and annually update the various reports required for information governance, clinical governance and CQC and oversee the implementation of agreed aims and objectives, monitoring and reporting on progress.
5. Develop bids for new services and additional funding.

Financial Management

1. Effectively manage the finances of the Practice, monitoring budgets, controlling costs and expenditure and maximising income from all sources (NHS and private), producing financial analyses, cash flows and reports as required by partners, reporting on actual/anticipated over/under spend and proposed steps to address any issues, submitting year-end figures promptly and liaising with the Accountants as appropriate.
2. Through negotiation with the CCG and preparation and submission of performance management data, ensure the Practice receives an appropriate and equitable allocation of resources.
3. Understand and report on the financial implications of contract and legislation changes.
4. Manage appropriate systems for handling and recording of cash, cheques and petty cash.
5. Monitor non-NHS income, ensuring systems are in place for invoicing.

Human Resources

1. Recruitment and retention of staff and provide a general personnel management service.
2. Maintain up-to-date HR documentation (including job descriptions, employment contracts and employment policies).
3. Manage staffing levels within target budgets, monitoring skill-mix and deployment of staff, ensuring that all staff are appropriately inducted and trained to fulfill their role and legally and gainfully employed.
4. Ensure the practice has appropriate employment policies and procedures in line with employment legislation (including health and safety, discipline, grievance and resolution of disputes) and that there is up-to-date HR documentation (including job descriptions) and that for clinical staff there is evidence of appropriate professional registration (e.g. GMC/NMC).
5. Manage reception and administration as well as support and mentor staff.
6. Manage the resolution of disputes and grievances.
7. Keep abreast of changes in employment legislation.
8. Arrange locum cover if required
9. Supervision of smooth running of induction of trainees, rota, timetable and liaising with deanery and Lincoln medical school in relation to various trainee placements in the practice.

Information and Communication Technology

1. Practice ICT (hardware & software) and associated equipment.
2. To have an understanding of the network, hardware and software (SystemOne, Online consultation tools like AskMyGP/AccuRx).
3. To be able to perform basic repairs to the system.
4. To ensure network logs are maintained.
5. Ensure that the practice has the latest equipment and software through negotiated procurement.
6. Maintain knowledge of the medical software.

Premises

1. Ensure that practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place and maintained in line with regulations.
2. Ensure the practice has appropriate insurance (including employer's liability, public liability) and that premises, fixtures, fittings and assets are adequately covered for insurance purposes.
3. Have a clear understanding of telephone, fire and alarm systems.
4. Ensure regular maintenance and calibration of equipment.

Organisational

1. Convene meetings, prepare agendas, take minutes and ensure distribution of minutes as necessary.
2. Undertake project management where required
3. Ensure that the Practice complies with aspects of Health & Safety at Work (HASAW) legislation.
4. Ensure there are appropriate infection control procedures in place and that these are observed by all, and that work areas are maintained in a tidy and safe way and free from hazards.
5. Ensure that the Practice has a Business Continuity plan and procedures have been tested.
6. Manage the procurement of Practice equipment, supplies and services within target budgets.
7. Overall responsibility for security, repairs, insurance and maintenance of practice premises, services and equipment delegating where appropriate.
8. Ensure the practice is compliant with CQC requirements.
9. Attend appropriate meetings on behalf of the practice.
10. Manage and disseminate safety/prescribing alerts

Patient Services

1. Adopt a strategic approach to the development and management of patient services.
2. Ensure service development and delivery is in accordance with local and national guidelines.
3. Ensure that the Practice complies with NHS contractual obligations in relation to patient care.
4. Maintain registration policies and monitor patient turnover, boundaries and capitation.
5. Oversee an effective appointments system, ensuring provision of appointments in line with contractual obligations, checking the doctors' rota. Review supply and demand in relation to patient access to services and discuss solutions with partners if required.
6. Maintain and develop the practice philosophy that the patients' needs are core to every aspect of practice function.
7. Liaise with the patient participation group.
8. Review and ensure that the practice information leaflet/website is kept up to date in line with contractual requirements.
9. Ensure that the practice has an effective complaints management system, dealing with patient complaints as appropriate and in accordance with agreed procedures.

Confidentiality:

1. 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
2. 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
3. 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.
4. Adhere to GDPR.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

1. Using personal security systems within the workplace according to practice guidelines.
2. Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
3. Making effective use of training to update knowledge and skills.
4. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
5. Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

1. 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.
2. Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
3. 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:

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

1. Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
2. 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:

1. Alert other team members to issues of quality and risk.
2. Assess own performance and take accountability for own actions, either directly or under supervision.
3. 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.
4. Work effectively with individuals in other agencies to meet patients' needs.
5. Effectively manage own time, workload and resources.

Communication:

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

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

Contribution to the Implementation of Services:

The post-holder will:

1. Apply practice policies, standards and guidance.
2. Discuss with other members of the team how the policies, standards and guidelines will affect own work.
3. Participate in audits where appropriate.

Note

This is not intended to be an exhaustive list of responsibilities but more an outline framework.