

**Practice Manager**

**Job Specification**

**JOB TITLE: Practice Manager**

**REPORTS TO: GP Partnership**

**DIRECT REPORTS: four (see organisational chart on page 4)**

**HOURS: 37 hours over five days**

**Role Purpose**

* To ensure that Ling House Medical Centre meets its agreed business aims and objectives
* To provide effective leadership, exceptional financial acumen, business strategy and management skills
* To develop a profitable, efficient, and effective business
* To drive change programmes for the benefit of the whole practice
* To provide a working environment which is motivational, enjoyable and sustains the high morale of all team members

**Scope of the Role**

The Practice Manager along with the 4 GP partners comprise the Leadership team. It is the role of the Practice Manager to provide robust and competent business leadership with the support of the operational management structure. The Practice Manager, supported by the GP partners, is accountable and responsible for the whole non-clinical side of the business.

**Key Activities**

The Practice Manager role has two dimensions:

* To ensure, through effective management, that the day-to-day running of the business is carried out effectively and efficiently and with a positive team spirit.
* To look beyond today’s challenges and assimilate forthcoming changes, the impact they may have on Ling House Medical Centre and the opportunities that they may create. The Practice Manager will facilitate the other members of the leadership team in decision making processes

**Main Areas of Responsibility**

* Mission - To ensure Ling House Medical Centre adheres to its mission statement: “Ling House Medical Centre will provide a comprehensive, fair and equitable primary care service for all patients”
* Strategic Management and Planning - As a member of the leadership team, create and manage a rolling five-year business plan.
* Financial Management - Oversee and manage the practice finances to maximise income and control costs with the objective of increasing the partnership’s profitability. Provide financial forecasts and projections. Be accountable for the day-to-day management of the practice accounts, the submission of all statutory accounting processes, cash flow and recommendations of capital spend. Liaise with financial advisers such as bankers, accountants etc. Ensure the practice receives an appropriate and equitable allocation of financial resources.
* Business Development - Manage and deliver all potential income generating schemes using clear, well researched business plans. Negotiate contracts and service level agreements. Write all associated documents, present plans externally to stakeholders and others and manage the on-going operational process.
* Communication Strategy - Provide articulate communication and briefings to all team members to ensure the vision and objectives set out in the 5-year business plan are clear and understood and that all staff are working towards the same goal. Conduct regular 1-2-1 meetings with direct reports and ensure this process is cascaded. Ensure all external communications are in line with the ethos and culture of the business.
* Organisation of Partnership - Arrange, chair, and organise all leadership team meetings to ensure effective team working. Take appropriate action to keep the team on track.
* Legislative responsibilities - ensure all legal matters including (contracts, service level agreements, IOS registration and Care Quality Commission registration) are managed in a timely manner.
* NHS and other submissions /returns - Ensure all submissions and returns are submitted on time, including NHS complaints return, Practice Declaration, NHS workforce and IG toolkit.
* Quality and Outcomes Framework (QOF) - Deliver and manage the QOF programme ensuring the highest levels of performance and service standards are achieved wherever possible. Track achievements and take corrective action as appropriate. [Report template - NHSI website (england.nhs.uk)](https://www.england.nhs.uk/wp-content/uploads/2020/09/C0713-202021-General-Medical-Services-GMS-contract-Quality-and-Outcomes-Framework-QOF-Guidance.pdf)
* Primary Care Network (PCN - <http://www.wacalliance.co.uk/> ) - Work with the PCN business manager and the other six PCN member practice managers and GP leads, to deliver the primary care network contract directed enhanced service. <https://www.england.nhs.uk/wp-content/uploads/2021/12/B1218-network-contract-directed-enhanced-service-contract-specification-2021-22-dec-21.pdf>

* MIS and IT - Maximise the effective use of technology by adopting a strategic approach to its use. Keep abreast of IT developments within the sector and direct the leadership team as appropriate. Oversee clinical database activity (capture, collation, interrogation), the Ling House Medical Centre website, IT development for patients use and the production of effective MI for the leadership team. Work with centrally and locally commissioned services to provide IT security including back up maintenance and disaster recovery. Ensure the Practice is fully compliant with the requirements of GDPR.
* Patient Services - With the support of the line managers, adopt a business and strategic approach to the management and development of patient services. Maintain records of registration, patient turnover and capitation. Oversee an effective patient appointment system and work with the leadership team to make the process as effective as possible. Provide a professional and patient focused approach to complaints and personally handle any complaints that have been escalated in a sensitive and diplomatic manner by defusing them quickly.
* Administration - Manage all the Practice’s policies and procedures.
* Procurement - Ensure all equipment, drugs, supplies and services are procured in the most cost-effective manner.
* Health and Safety - Ensure the Practice maintains high health and safety standards to ensure the wellbeing of team members, visitors, and patients and to adhere to legal requirements.
* Confidentiality - To ensure the whole team understand and adhere to the principle of confidentiality and that the Practice has the necessary policies and procedures in place to meet our legal obligations.
* Role Development - Consider the role in a wider context and be open to any potential income generating opportunity to provide management, expertise, guidance, or support to other practices in the area or beyond.

**The Package**

* Salary dependant on previous experience, qualifications, and competencies.
* Holiday start at 27 days P/A rising to 33 days after 10 years NHS service.
* Notice period: 12 weeks
* Additional benefits: NHS Pension Potential for bonus depending on achievement of targets

Ling House Medical Centre Organisational Chart of Direct Reports to Practice Manager

HR and Estates Manager

**FTE .60**

Senior Receptionist

**1 member of staff**

**FTE .81**

Reception & Care Navigation Team

**18 members of staff**

**FTE 11.3**

Nurse Team Leaders

**2 members of staff**

**FTE 2.0**

Practice Nurses

**4 members of staff**

**FTE 3.77**

Trainee Nurse Associate

**1 member of staff**

**FTE 1.0**

Health Care Assistants

**1 member of staff**

**FTE .43**

Practice Manager

**FTE 1.0**

Clinical Staff –

for Non-Clinical Matters only

Salaried GPs

**6 members of staff**

**FTE 4.25 based on FT= 8 sessions**

Advanced Care Practitioners

**5 members of staff**

**FTE 4.63**

Physician Associate

**1 member of staff**

**FTE 1.0**

Secretarial Services

**2 members of staff**

**FTE 2.0**

Summarising

Scanning and coding

**3 members of staff**

**FTE 2.16**

Assistant Practice Manager

**FTE .67.5**

Patient Services Manager

**FTE 1.0**