Job Title: Practice Manager

Reports to: Business Manager, GP Partnership

Hours: Full time, 37.5hours

**Accountability**

The Practice Manager will be accountable to the GP Partnership for all areas of Operational and Service management.

**Place of work**

The post holder will be required to work at Birchgrove Surgery, which also covers a branch site in Rhiwbina.

**Job Summary**

This role ensures the smooth, efficient, and safe running of the practice on a day to basis, providing leadership and management for the administration and reception teams and providing mentorship or training where required. Accountable for the management of the practice, including responsibility for human resources, health and safety, training, production and updating of office protocols and procedures. Working with the partners and Business Manager to ensure legal and contractual requirements are met, as well as line management responsibilities for non-clinical administrative staff, taking a lead responsibility for recruitment, training and performance management based upon up-to-date employment law.

**Human resources**

* Oversee the recruitment and retention of staff and provide a general personnel management service.
* Ensure that all members of staff are legally and gainfully employed. Monitor skill-mix and deployment of staff.
* Manage staffing levels within target budgets.
* Evaluate, organise and oversee staff induction and training, and ensure that all staff are adequately trained to fulfil their role.
* Develop and implement effective staff appraisal and monitoring systems.
* 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).

**Organisational**

* Convene staff meetings, prepare agendas and ensure distribution of minutes as necessary.
* Develop practice protocols and procedures, review and update as required.
* Develop and review Health & Safety policies and procedures and keep abreast of current legislation.
* Implement new Welsh Assembly changes to patient services.
* Liaise with LHB and outside agencies as required.
* Maintain and review appointments on EMIS system to ensure it meets demand.
* Co-ordinate and contribute to any changes to the practice leaflet/website/app.
* Oversee and/or organise surgery timetables, duty rotas and holiday cover.
* Routinely monitor and assess practice performance against patient access and demand management targets.

**Patient services**

* Ensure service development and delivery is in accordance with local and national guidelines and meeting GMS requirement.
* Ensure that the practice complies with NHS contractual obligations in relation to patient care.
* Maintain registration policies and monitor patient turnover and capitation.
* Oversee and/or develop repeat prescribing systems.
* Oversee and/or develop and manage an effective appointment system with support from the management team and partners.
* Develop and implement an effective complaints management system.
* Guide and support Reception Manager to maximise patient satisfaction.
* Set targets and monitoring standards for data entry and data collection.

**GP Administration**

* Ensure effective and efficient working environment for the Practice Clinical Staff
* Organise and attend monthly clinical meetings.
* Production and distribution clinical meeting minutes.
* Action partnership decisions as directed by the Business Manager/GP Partners
* Liaise with and support the Nurse Manager with regards the administrative provision of nurse/HCA clinics.
* Monitor the efficient production of medical and insurance reports, private letters and Subject Access Requests.
* Participate in the planning and engagement of practice-based initiatives, QI projects and implementing changes within the practice.

**Health and Safety**

* The post-holder will implement, lead and manage on the full range of their own and others’ Health, Safety and Security as defined in the Practice Health and Safety Policy, the Practice Infection Control Policy and published procedures and legislation.
* Ensure all staff across the Practice adhere to their individual responsibilities for infection control and health and safety using a system of observation, audit, hazard identification, reporting and risk management.
* Maintain an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business.
* Ensure personal security systems with the workplace are adhered to across the practice.
* Make effective use of training to update knowledge and skills and initiate and manage the training of others.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards and initiate remedial/corrective actions where required.

**Health Inspectorate Wales (HIW)**

* Work with the Business Manager to ensure that the Practice meets the standards laid down by Health Inspectorate Wales (HIW).
* Act as a focal point within the Practice for matters pertaining to HIW standards.

**Other Duties**

* Contribute to the future development of the practice by communicating ideas/patient and staff needs to the Business Manager/Partners.
* Deputise for the Business Manager in their absence.
* Maintain an understanding of the Practice Finances.
* Undertake any reasonable duties as required of the post.