**JOB TITLE: Practice Manager**

**REPORTS TO: THE PARTNERS**

**HOURS: 37.5**

**Job summary:**

Provide leadership and management skills to enable the practice to meet its agreed aims and objectives within a profitable, efficient, safe and effective working environment. Play a pivotal role in the effective delivery of high quality services, ensuring the practice is safely run on a day-to-day basis incorporating good governance and a patient focused service. Provide oversight of the financial management, resourcing and regulatory compliance of the work of the practice.

**Job responsibilities:**

**Strategic management and planning**

The post holder will:

* Keep abreast of current affairs and identify potential threats and ensure all income-generating opportunities are explored and maximised
* Contribute to practice strategy; formulate objectives and research and develop ideas for future practice development
* Monitor and evaluate performance of the practice team against objectives; identify and manage change
* Develop and maintain effective communication both within the practice and with relevant outside agencies
* Assess and evaluate practice requirements and manage expansion plans
* 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 PCN (Primary Care Network)
* Represent the practice at ICB meetings

**Financial management**

* Ensure that sound financial controls are consistently in place and followed.
* Manage practice budgets and seek to maximise income
* Prepare bids for new resources
* Oversee practice accounts; ensuring year-end figures are submitted promptly and liaise with practice accountant and partners
* Lead the budgeting and monitoring process each year, contributing to the longer term strategic planning
* Work with the finance partners to monitor income and expenditure.
* Prepare and present financial plans including forecasting, monitoring information and reporting to the partners as required
* Understand and report on the financial implications of contract and legislation changes
* Liaising with the ICB and payment agencies regarding queries with payments relating to the contract, e.g. Enhanced Services.
* Monitor PAYE and contributions to the practice pension scheme(s) for all practice staff and ensure appropriate records are in place
* Liaising with the ICB and payment agencies regarding queries with payments relating to the contract, e.g. Enhanced Services.
* Monitor systems for handling and recording of cash, cheques and petty cash

**Human resources**

* Overall responsibility for recruitment and retention of staff working including contracts of employment and job descriptions
* Ensure that all members of staff are legally and appropriately 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 for coordinating leave and managing workload.
* Support and mentor staff, both as individuals and as team members
* Lead on HR issues implementing 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)
* Co-ordinate intra-practice communications within the network
* First point of contact for members of the PCN and other organisations for the delivery of NIS work, projects and schemes including the recruitment and retention of “additional roles reimbursement scheme”
* Monitor and scrutinize contractual and financial requirements for the PCN to protect the practice reputation and income. This requires a detailed knowledge and understanding of the network accounts and contractual obligations
* Take an active role in the development and establishment of the PCN to ensure the practice reputation as providers of high quality services
* Oversee contracts relating to the practice including partnership, staff, premises

**Organisational**

* Oversee meeting schedules, ensuring a process is in place for the management of meetings, distribution of minutes and outcomes
* Develop Practice protocols and procedures, review and update as required
* Ensure the practice are compliant with Health & Safety keeping abreast of current legislation
* Ensure that the practice has adequate business continuity plans in place
* Manage a policy review process to ensure a regular review of policies, standards and guidelines to keep the practice up to date with regulations and best practice
* Detailed knowledge of the GMS contract, QOF, local contracts and PCN

**Patient services**

* Adopt a strategic approach to the development and management of patient services
* Ensure service development and delivery is in accordance with local and national guidelines
* Ensure that the practice complies with NHS contractual obligations in relation to patient care
* Maintain registration policies and monitor patient turnover and capitation
* Monitor surgery timetables, duty rotas and holiday cover
* Routinely monitor service delivery and assess practice performance against patient access and demand management targets
* Provide and manage an effective in-house complaints procedure, dealing with enquiries and complaints from patients effectively and efficiently to promote patient satisfaction
* Oversee the practice responsibilities for complaints, being a point of contact for concerns, supporting the team in responding to and coordinating the complaints process.
* Oversee the team ensuring they adhere to their individual responsibilities for identifying and reporting significant events, using a system of observation, audit and check, near miss identification, questioning, reporting and risk management.
* Coordinate patient participation meetings for patients, carers and GP practice staff who can meet to discuss practice issues and patient experience with the aim of improving or maintaining a quality service.
* Assist the practice in the wider community and assist with forging links with local practices and relevant agencies and in particular working collaboratively with the PCN and other local community groups.

**Information management and technology**

* Work with the network IT coordinator plan and support the delivery of IT system changes for the practice
* Monitor data and systems by measuring the progress and assessing the effectiveness of the services provided by the practice and network
* Inquisitive and problem solving approach to developing an IT strategy striving for data quality and completeness
* Technical experience of working with Microsoft operating systems
* Knowledge and interest in IT infrastructure including NHS one drive, office 365, clarity, and TEAMs
* Supporting the practice team in their use and developing process of SystmOne and other data stores and platforms
* Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
* Ensure that the practice has effective IT data security, back-up, maintenance and business continuity plans in place
* Work with the Caldecott guardian and data protection officer to ensure the practice is compliant of all data security and protection obligations
* Oversee the IT management and support for the team both in the practice and for staff using remote access
* Liaise with the ICB regarding systems procurement, IT funding and national IT development programmes
* Maintain the practice’s website work with IT and developers ensuring changes to technology are reviewed and incorporated
* Information governance lead complementing GP partners Information governance role

**Confidentiality:**

* 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
* 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
* 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

**Health & safety:**

The post-holder will take responsibility for their own and others’ health, safety and security.

This will include (but will not be limited to):

* Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
* Maintaining an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensuring implementation across the business
* Using personal security systems within the workplace according to Practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the practice
* Making 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 initiation of remedial / corrective action where needed
* Actively identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised
* Undertaking periodic infection control training (minimum annually)
* Routine management of own team / team areas, and maintenance of work space standards
* Demonstrate due regard for safeguarding and promoting the welfare of children and demonstrate a good working knowledge and understanding of policies.

**Equality and diversity:**

The post-holder will 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
* Behaving in a manner that 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, with 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
* 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:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* 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
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources
* Manage the regulated activity and work with the registered manager partner to ensure compliance related to the management of regulated activities

**Communication:**

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

* Present a professional image and always promote the practice and communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognize people’s needs for alternative methods of communication and respond accordingly

**Contribution to the implementation of services:**

The post-holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate