

# JOB DESCRIPTION

This Job Description is intended to:

- Help ensure that individuals with the right background and skill set are matched to the appropriate role within the Practice
- Ensure the incumbent’s activities are aligned to the needs and goals of the Practice
- Provide the necessary framework for benchmarking the job against external compensation benchmarks
- Create a baseline set of expectations to guide performance reviews
- Enable prospective candidates to self-identify their interest and the ability to perform the responsibilities expected

<b>JOB TITLE:</b>	Practice Manager
<b>REPORTS TO:</b>	Senior Partner
<b>REPORTING STRUCTURE:</b>	(refer to FH organogram)

## 1 JOB PURPOSE

*A general overview of the position, the purpose of the job and the job’s responsibility level*

The Practice Manager is the senior non-clinical member of the practice team. They ensure that on a day-to-day basis the practice meets the requirements of contracts for the delivery of Primary Care services and operates effectively and efficiently.

## 2 DUTIES & RESPONSIBILITIES

*Duties and responsibilities that account for >5% of the incumbent’s time or are critical to the successful performance of the job, listed in the order of time spent, with the tasks that occupy most time first*

### 2.1 Operations Management

Ensuring the safe, effective and efficient running of all practice activities. Related activities include:

- Practice routines: running and facilitating the routine meetings and activities that underpin the effective operation of the practice
- People management: day to day management of practice staff, using the practice’s Performance Management system
- Facilities management: maintaining the practice premises and equipment in good working order
- Patient liaison: discussing feedback with patients and resolving patient queries
- Patient communications: maintaining patient communications using relevant systems e.g. MJog for appointment reminders, Patient Chase for invitations for reviews

### 2.2 Regulatory Compliance

Ensuring the practice complies with contractual agreements e.g. the NHS GMS Contract, and legal regulations e.g. CQC, Data Protection, Health & Safety, etc. Related activities include:

- Proactively conducting internal audits to ensure any potential areas of non-compliance are anticipated and prevented
- Documenting activities to demonstrate compliance
- Arranging training for staff to ensure they have the skills to be compliant with regulations

### **2.3 Financial Management**

Ensuring the practice promptly receives the correct income due for the delivery of services, that expenditure is value for money and paid for on-time and that the historic and forward looking financial position of the practice is accurately reported to the Partners on a monthly basis. Related activities include:

- Claiming for services from commissioning bodies e.g. NHS, CCG, Public Health
- Oversee progress towards QOF targets
- Preparing the monthly payroll
- Preparing payments for authorisation by the Practice Partners

Items specifically not included as they are managed by the Practice Partners:

- Preparing a monthly set of management accounts
- Negotiating the best terms with suppliers for the delivery of products and services
- Reconciling practice bank accounts

### **2.4 Practice Promotion**

Enhancing the reputation of the practice (and the NHS) by communicating effectively and proactively with key external stakeholders e.g. Patients, local community, CCG, locality. Related activities include:

- Representing the practice in the practice's Patient Participation Group
- Attendance and positive representation of the practice at external meetings and events e.g. CCG forums, locality forums, etc.
- Regular updates to the practice website, noticeboards and other means of patient communication
- Liaison with 'the third sector' i.e. voluntary organisations, charities, etc. to identify and implement opportunities for integrated working

### **2.5 Practice Development**

Working with the partners and practice team to create and implement plans to develop the practice, including changes to the scope and type of services offered to patients. Related activities include:

- Gathering of ideas from outside the practice, by attendance at meetings and events, reading industry literature, etc.
- Meetings with the partners and practice staff to discuss and develop ideas
- Writing and implementation of project plans to bring agreed ideas to life

### 3 REQUIREMENTS

*The skills and knowledge needed to perform the job. A person may be appointed to the role without some of these, but would need to acquire them soon after commencing the role, in order to operate at full effectiveness.*

#### 3.1 Skills

- How to effectively prioritise workload (on a daily, weekly and monthly basis)
- How to productively manage change i.e. introducing new ways of working to a mid-sized organisation
- How to adapt management styles to work with a wide range of people e.g. reportees, partners, patients/customers
- How to effectively communication with staff and patients
- How to use web based applications

#### 3.2 Knowledge

- Relevant legislation and regulation e.g. CQC, Data Protection, Information Governance, Health & Safety
- How to use NHS and other healthcare-related IT systems
- How to claim for delivery of services e.g. Enhanced Services, Public Health, etc.

### 4 WORKING ENVIRONMENT

The role is based in the practice, which is a busy working environment. The role holder can reasonably expect to be in contact with each and every member of the practice team on a daily basis, with most contact being with the non-clinical team and the GP Partners.

The role holder will also meet or talk with patients on a regular, probably daily basis.

### 5 DISCLAIMER

- This job description is neither exhaustive nor exclusive and the job-holder may also be required to carry out any duties that may reasonably be requested by the Partners.
- The job description should be read in conjunction with the Staff Handbook and Employment Contract, which together form the full contract of employment for each employee.
- The job description may be reviewed as and when required e.g. if at the annual appraisal it is found to not adequately reflect the true nature of the work undertaken by the incumbent.

### 6 DOCUMENT APPROVAL

**APPROVED BY:**

Name	
Role	
Signature	
Date	