



**CROPREDY SURGERY**  
Dr J Wright & Dr B Tucker

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Practice Manager
<b>MAIN PURPOSE OF POST:</b>	To provide full management and administrative support to the Practice Partnership
<b>RESPONSIBLE TO:</b>	The Practice Partners
<b>SALARY SCALE:</b>	Agenda for Change Band 7 £31,696 - £41,787 pa pro rata
<b>HOURS:</b>	30 hours per week

## **MAJOR DUTIES AND RESPONSIBILITIES OF THE POST**

1. Strategic development of the Practice
2. Staff management
3. Management of practice finances
4. Practice organisation
5. Health and safety of the Practice
6. Management of Practice premises
7. Non-clinical patient welfare/complaints
8. Any other delegated duties considered appropriate to the post

### **1. Strategic development of the Practice**

- Manage the practice in line with the aims and objectives agreed with the Partners and approved by them
- Keep abreast of current affairs, developments and trends affecting the working of primary care services as they affect the Practice. Identify potential threats and opportunities
- Contribute to Practice strategy; formulate objectives and research and develop ideas for future practice development
- Monitor developments to preempt adverse effects on the working of the practice
- Identify and manage change
- Assess and evaluate accommodation requirements and manage development and expansion plans
- Participate in local collaborative working with other practices
- Identify opportunities for development and threats to the smooth working and prospects of the Practice
- Create a positive and creative reputation for the Practice by developing and maintaining effective communication within the practice and with relevant professional groups and agencies
- Ensure compliance with regulation, such as, Care Quality Commission

### **2. Staff Management**

- Provide a full range of personnel management services
  - Recruitment, selection and retention of staff including legal requirements e.g. DBS checks
  - Monitor skill-mix and deployment of staff
  - Supervision and training – ensure staff have adequate training to fulfill their roles

- Promote good staff relations by supporting and mentoring staff as individuals and team members
  - Maintain up-to-date HR documentation including job descriptions, employment contracts and employment policies
  - Implement effective systems for resolution of disputes and grievances
  - Managing and monitoring statutory/mandatory and other staff training
  - Performance appraisal and monitoring
- Attend training and development courses to keep abreast of employment legislation changes and for personal development

### **3. Financial Management**

- Manage Practice finances and seek to maximize income within agreed parameters
- Ensure that the Practice receives an appropriate and equitable allocation of resources from OCCG/NHS England
- Understand and report on the financial implications of contract and legislative changes
- Manage( with the Practice accounts assistant) Practice income and expenditure
- Liaise with accountant, Bank and CCG as appropriate

### **4. Practice Organisation**

- Plan, co-ordinate and monitor activities to ensure an efficient service to patients and support to Partners
- Convene meetings, prepare agendas/minutes and their distribution as necessary
- Develop Practice protocols and procedures, reviewing and updating as required
- Ensure proper maintenance, cleanliness, fire prevention and security systems are in place for the Practice
- Manage procurement of practice equipment, supplies and services
- Arrange repairs, replacements, redecoration to maintain good order of the premises and equipment
- Develop and review Health & Safety policies and procedures and keep abreast of current legislation
- Arrange appropriate insurance cover
- Ensure appropriate disaster recovery procedures are in place
- Provide and prepare reports and undertake research as required
- Initiate and participate in effective communications systems throughout the Practice
- Ensure all accidents and incidents are investigated, recorded, reported and followed-up as necessary

### **5. 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
- Manage repeat prescribing systems with the Dispensary Manager and Partners
- Manage an effective appointments system with the Partners
- Manage staffing levels and ensure adequate holiday cover
- Routinely monitor and assess practice performance against patient access and demand management targets
- Maintain and develop as appropriate an effective complaints management system

- Liaise and manage Patients' Group
- Maintain high levels of patient satisfaction

#### 6. Information Management and Technology

- Plan and evaluate Practice IT implementation and modernization
- Keep abreast of latest developments in primary care IT and regularly update the Team
- Motivate, support and monitor staff in the use of IT
- Ensure that the Practice has effective IT data security, back-up. Maintenance and disaster recovery plans in place
- Liaise with OCCG/CSU regarding systems procurement, IT funding and national IT development programmes
- Maintain the Practice website, waiting room screen and touch screen check-in system

### Health & Safety

- Lead and implement the full range of promotion of their own and others' health, safety and security. This will include (but not be limited to)
  - Ensure job holders adhere to individual responsibilities for infection control and health & safety using a system of observation, audit and check, hazard identification, questioning, reporting and risk management
  - Maintain an up-to-date knowledge of H&S and infection control statutory and best practice guidelines and ensuring implementation across the Practice
  - Using personal security systems within the workplace according to Practice guidelines
  - Managing work activity risks across the Practice
  - Make effective use of training to update knowledge and skills and initiate others' training
  - Use appropriate infection control procedures, maintain work areas free from hazards, tidily and safely, initiating remedial/corrective action as needed
  - Assume responsibility for the maintenance of general standards of cleanliness across the whole Practice

### 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. S/he will 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

### 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 recognizes 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 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:

- 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

### **Communication:**

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise 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
- Offer suggestions for service improvement as appropriate

*This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the partners or the practice manager.*

L Jones  
2/4/17