

## Practice Manager Job Description

**JOB TITLE:** Practice Manager

**REPORTS TO:** The Partners

**HOURS:** 20 to 25 hours

### **Job summary:**

Responsibility for the smooth and efficient running of the practice. Make sure the surgery complies with all regulatory requirements particularly Care Quality Commission.

Knowledge of Payroll, Accounting and Finance is **NOT** required.

Also keeping the partners abreast of forthcoming changes in the NHS and giving them options for responding to change.

### **Job responsibilities:**

#### **Personnel and training**

- Managing the administrative staff and non-clinical management of nursing staff, including securing funding and taking lead responsibility in staff appraisal and organising recruitment selection and training.
- Ensuring contracts of employment are provided to all staff and that all relevant employment legislation is followed. Ensuring the practice's employment policies and procedures are comprehensive and up to date.
- 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 and maintain up-to-date HR documentation

#### **Information technology**

- Responsibility for the computer system, including organising any maintenance and developments to the system. Ensure compliance with Data Protection legislation.

### **Premises and equipment**

- Responsibility for security, repairs, insurance and maintenance of premises, services and equipment.
- Ensuring that the practice complies with aspects of Health & Safety at Work (HASAW) legislation.

### **Patient services**

- Implementing and maintaining systems to receive patient enquiries and suggestions, including oversight of the practice-based complaints procedure in conjunction with the relevant partner.
- Reviewing and updating the practice's information leaflet/website, practice publicity and health education material.
- Ensure that the practice complies with NHS contractual obligations in relation to patient care.
- Maintain an effective complaints management system.
- Develop strong working relationships with the Patient Participation Group and other voluntary sector organisations.

### **Future planning**

- Keeping abreast of developments within the NHS that might impinge on the practice or individual partners and offering options for consideration by the partners.

### **External relationships**

- Ensuring efficient internal and external communication, including being the focal point for contact with the primary care organisation, NHS England, Care Quality Commission, RCGP and other statutory and regulatory bodies.

### **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 implement and lead on the full range of promotion and management of their own and others' health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. 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 ensure implementation of these 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 business
- 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 correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- 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.

### **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
- Work closely with the entire practice team to ensure the practice meets the contractual requirements of the Care Quality Commission

**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