

Caterham Valley Medical Practice



Practice Manager job description and person specification

Job Title	Practice Manager
Line Manager	The Partners
Accountable to	The Partners
Hours per week	37.5

Job Summary

To manage the day to day operations of the practice ensuring the practice remains compliant with the Care Quality Commission (CQC), implements local and national guidelines and drives constant improvement in the practice. To manage and coordinate all aspects of practice functionality, motivating and managing staff, optimising efficiency and financial performance, ensuring the practice achieves its long-term strategic objectives in a safe and effective working environment. Through innovative ways of working to lead the team in promoting collaborative values, partnership working and promoting the power of the community of patients.

Primary Responsibilities

The following are the core responsibilities of the practice manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

The practice manager is responsible for:

- Overseeing the day-to-day operations of the practice, ensuring staff achieve their primary responsibilities
- Act as the primary point of contact for NHS England, the CCG, community services, suppliers and other external stakeholders
- Functional management of all clinical and administrative staff
- Direct line management of the following staff: Administration team, Senior Receptionist and Deputy Senior Receptionist, Nursing team
- Managing the recruitment, training and retention process for the practice
- Establishing, reviewing and regularly updating Job Descriptions and Person Specifications
- Managing and negotiating contracts for services i.e. cleaning, gardening, window cleaning etc.
- Leading change and continuous improvement initiatives
- Coordinating the reviewing and updating of all practice policies and procedures
- Coordinating and lead the compilation of practice reports and the practice development plan
- Developing, implementing and embedding an efficient business continuity plan
- Managing the financial elements of the practice, including budgets, invoicing, financial planning etc. in conjunction with the partners
- Ensuring the team reach QOF targets (supported by the nursing and administrative leads)
- Coordinating the practice and partner diary, ensuring meetings are scheduled appropriately
- Liaising at external meetings as required
- Support and develop the Health Champion volunteer programme
- Marketing the practice appropriately
- The producing of practice newsletters on a quarterly basis
- Preparing agenda items for the partnership meeting and chairing the meeting

- Managing the Patient Participation Group
- Leading on significant event review and investigation
- Supporting the GP registrar and medical student training within the practice
- Supporting the partner responsible for Medical Student organisation within East Surrey
- Managing all complaints effectively
- Ensuring compliance with legislation and deal with disciplinary issues accordingly
- Management of the premises, including health and safety aspects such as risk assessments
- Managing the practice IT system, delegating staff to act as administrators.
- Ensuring compliance with IT security and IG
- Coordinating of all projects within the practice
- Ensuring all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively
- Supporting the maintenance of the practice website
- Deputise for the partners at internal and external meetings (where appropriate)
- Working closely with local partners including the GP Federation and practices within the North Tandridge network of practices

Secondary Responsibilities

In addition to the primary responsibilities, the practice manager will be requested to act in a administrative role for the company managing the building, Panard Ltd. This will be in support of the managing agent.

Generic Responsibilities

All staff at the practice have a duty to conform to the following:

Equality, Diversity and Inclusion

A good attitude and positive action towards equality, diversity and inclusion creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire

This practice is committed to supporting and promoting opportunities for staff to maintain

their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality and Continuous Improvement

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme. The induction of the new practice manager will be either by the previous practice manager or one of the partners.

Learning and Development

The practice and partners are fundamental believers in the power of training and education. Therefore staff will be supported to ensure that they are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to complete mandatory training as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager.

Professional Conduct

Staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 23 days leave each year (pro-rata, plus bank holidays) and should be encouraged to take all of their leave entitlement.

Person Specification – Practice Manager		
Qualifications	Essential	Desirable
Educated to degree level in healthcare or business		✓
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and / or Management Qualification		✓
AMSPAR Qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of managing accounting procedures including budget and cash flow forecasting	✓	
Experience of working in a health care setting	✓	
Experience of managing large multidisciplinary teams	✓	
Experience of performance management, including appraisal writing, staff development and disciplinary procedures	✓	
Experience of successfully developing and implementing projects	✓	
Experience of working collaboratively with local partners	✓	
Experience of workforce planning, forecasting and development	✓	
NHS / Primary Care General Practice experience		✓
Relevant health and safety experience		✓
Experience of chairing meetings, producing agendas and minutes		✓
Skills	Essential	Desirable
Ability to exploit and negotiate opportunities to enhance service delivery	✓	
Excellent communication skills (written, verbal and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills	✓	
Strategic thinker and negotiator	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS user skills		✓
Effective time management skills	✓	
Ability to network and build relationships	✓	
Proven problem solving and analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Adaptable and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a solutions focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively	✓	
Ability to motivate teams, enhance morale and maintain a positive	✓	

working environment, including team building sessions		
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintains confidentiality at all times	✓	
Full UK driving licence		✓

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.