



PRACTICE MANAGER

JOB DESCRIPTION & PERSON SPECIFICATION

Issued by

AT Medics

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AT Medics

Practice Manager

Job Description

Job Title:	Practice Manager
Accountable to:	Senior Manager/Regional Manager
Location:	London
Salary:	Negotiable with benefits commensurate with position
Job status:	Full or Part time
Contract:	Permanent
Notice Period:	3 months

Job Summary:

AT Medics is a dynamic, ambitious and innovative group of GPs providing high quality primary care under NHS primary medical services contracts. We are the largest primary care provider in London. The organisation was formed in 2004, and now consists of 37 practices. Each service has its own dedicated management and administration team responsible for managing the patient experience and the day-to-day management of the service.

AT Medics stands for high quality primary medical care services as demonstrated by achieving recognised quality markers including: Care Quality Commission 'Outstanding' status for GP practices, Investor in People Accreditation. This commitment to quality continues as we expand, and we are looking to expand our management team in order to preserve and enhance the quality of our services.

Our primary asset is 500+ staff in a range of roles. This includes all levels of administration from apprentices to senior management in specialist roles, and an increasing spectrum of clinical roles, which include GPs, Pharmacists, Physician Assistants, Nurses and Health Care Assistants.

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Job Summary

The post holder will:

- Need to work across other sites as directed by the organisation.
- Manage the services as required to meet contractual, quality and safety expectations
- Work closely with the Clinical Director team and Senior Management Team to ensure the smooth running of the practice(s).
- Help develop efficient systems of management to include IT, Human Resources, Financial and Risk Management and to delegate tasks appropriately.
- Lead on the management and delivery of all Directed, National and Local Enhanced Services and services commissioned through the CCG, Federation and Public Health Departments.
- Promote the development and maintenance of a quality learning environment
- Maintain accreditation for the practice in respect of remove if we are no longer doing, Investors in People and CQC Compliance.
- Be a member of the practice management team with the delegated responsibility for overseeing the day-to-day operation of the practice. They will ensure the effective processing of all administrative work and appropriate liaison with the reception and administrative team.
- Ensure policy and procedures are reviewed on an annual basis and arrange for amendment as necessary

Quality Assurance

- Ensure that the services provided are fit for purpose and meets customer expectations.
- To monitor and advise on how the quality management systems are performing and produce data and reports regarding practice performance set against objectives
- Liaise with other managers and staff to ensure that all systems are functioning properly.
- Advise on changes and their implementation and provide training to enable others to achieve quality services.
- Help develop efficient systems of management to include IT, Financial and Risk Management and to delegate tasks appropriately.

Information Governance (IG) Lead

- Ensure that IG is regularly discussed in Practice meetings.
- Liaise with CCG IG personnel on behalf of the Practice to ensure the development of an Information Governance policy that sets out at a high level the organisation's intended approach towards IG.
- Liaise with CCG IG personnel on behalf of the Practice to ensure the development of an Information Governance strategy that sets out the how the IG Policy will be supported in terms of both resources and operationally.

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- Ensure that an annual assessment of the Practice’s performance against the standards in the Information Governance toolkit is completed.
- Ensure that an IG plan is in place for each Requirement to enable improvements to be made against the assessment.
- Ensure policy and procedures are reviewed on an annual basis and arrange for amendment as necessary.

Responsibilities

Quality Assurance and CQC Compliance

- Ensure systems are in place to improve quality of services provided i.e. QOF, patient satisfaction surveys (e.g. GPAQ), Patient Participation Forum etc.
- Ensure compliance with CQC, JIP accreditation
- Promote quality achievement and performance within the practice.
- Ensure AT Medics quality objectives and ensure targets are achieved.
- Maintain awareness of the service provision including budgetary monitoring.
- Ensure compliance with national standards and legislation.
- Identifying relevant quality related training needs.
- Setting up and maintaining controls and documentation.
- Collating and analysing performance data.
- Bring together staff of all levels to plan, formulate and develop quality procedures.
- Liaise with customers and other relevant service providers to improve quality of services provided.
- Attend, and participate in AT Medics training forum (eg Practice Link), and ensure the rest of the team are able to access appropriate training.
- Liaise with directors, other managers and assistant practice managers to ensure good practice is shared across AT Medics practices
- Liaise and meet with other AT Medics managers as part of a cross site management forum
- Liaise with directors, other managers and assistant practice managers to organise cross site GP and nurse forums

Recruitment Clinical and Non Clinical Staff

- To support the directors and senior management team in all processes pertaining to the recruitment of clinical and non clinical staff in accordance with AT Medics Policies and Procedures.

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Staff Management

- Lead the practice team in partnership with Clinical Director to deliver excellent care
- Lead on Staff selection and recruitment for the practices.
- Manage staff ensuring that they are appropriately trained and skilled, mandatory training is up to date.
- Manage staff discipline or grievances, and then report to AT Medics Directors
- Ensure rotas are covered appropriately, minimising overtime
- Ensure that staff works to the high expectations of AT Medics around customer care, incoming telephone calls and ensure appropriate action is taken and messages are recorded, ensuring quality, and responsiveness.
- To provide support to the clinical and nursing teams
- Use AT Medics protocols to train staff so that they are able to perform tasks with consistency
- Ensure all members of staff have an appraisal and current personal learning plan
- To identify training needs of reception staff and provide support in the achievement of the objectives of their personal development review
- To organise GP Locums as and when in accordance with AT Medics Locum Procedures.
- To ensure that a monthly staff rota is in place to safeguard that reception /administration cover is maintained at all times
- Identify and manage problems in staff performance and make appropriate records.
- Monitor lateness, sick leave and unauthorized absences in the reception team in accordance with AT Medics policies and procedures
- Ensure new staff have ID badges and are compliant with the uniform dress code
- To co-ordinate Practice Team Meetings in accordance with the agreed practice timetable

Administration

- To have a thorough knowledge of all AT Medics Policies and Procedures
- To work in accordance with AT Medics protocols
- To maintain the computerised medical database
- To receive deliveries into the practice and processes relevant accompanying paperwork
- To participate in and lead audits
- To send out recall letters
- To observe and adhere to governance security requirements
- To report all accidents/untoward incidents promptly to the line manager.
- To liaise with the manager to identify problems relating to client dissatisfaction
- To respond to and resolve, as far as possible, patient queries by examining paper and computerised records or by liaising with the appropriate doctor / nurse. These may be face to face or by telephone
- To participate in appraisal

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- To undertake continuing education to keep abreast of current health trends/initiatives (Continuing Professional Development)
- To ensure own knowledge of building facilities, security and fire systems, health and safety policy and other practice procedures is kept up to date by attending staff meetings and reading circulated material designed for this purpose.
- Alarm monitoring of the building
- Arranging locum cover
- Auditing clinical work
- GPs performance monitoring
- Attending and hosting AT Medics Managers meetings
- Developing business plans, submitting bids and developing tenders if needed

Patient Services

- To ensure high standards of customer service to patients and visitors to the practice and on the telephone at all times
- Keep up to date with local service provision; represent the practice at external meetings to establish effective relationships with local patient representative bodies;

Complaints

- To follow the AT Medics protocol for handling complaints and be the complaints

Finance

- Maintain databases – expenditure
- To ensure the prompt payment of invoices.
- Ensure the completion and return of all delegated Positive Returns and reconcile with remittance, monitor using AT Medics reporting procedures.
- To log, invoice, process requests for private medical work and reconcile with payment in accordance with the practice protocol
- To adhere to the practice protocol for incoming and outgoing petty cash
- To undertake quarterly reconciliation of PMA/Remittance and Invoice Logs
- To adhere to AT medics ordering and invoicing protocols at all times
- To actively support and participate in the practice development plan and practice contract to ensure that maximum practice income is generated.
- To become competent in and work with a recognised accountancy software assist in implementing it within the AT Medics practices

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Information Technology

- Ensure surgery meets statutory duties with regard to IT compliance.
- To be the practice lead for IT
- To be the IT trainer for reception staff
- To be fully competent in the system specific IT Training competencies (EMIS Web/ SystemOne) listed on the practice IT training list
- To liaison with IT System Supplier and CSU/Egton IT department to ensure effective and up to date functioning of IT system at all times
- To be the Practice Lead for GP Links & registrations
- To be responsible for managing NHS email accounts and smart cards
- To maintain the computerised medical database
- To be responsible for all information flows as delegated by the Management Team
- To assess, monitor and implement plans to ensure the achievement of higher target Cytology and Childhood Immunisations
- To assist in the processing of Choose and Book referrals in accordance with practice procedures

Practice Development

- Participate in the development of the practice development plan and the achievement of its objectives
- Participate in monitoring performance and data collection as necessary
- Participate and contribute in all NES/DES/LES and other practice quality standards as determined by the practice and its contractual framework
- Participate in Federation Programmes
- To attend all practice meetings as requested by AT Medics Directors and the Senior Management Team
- You are required to participate and contribute to the development and implementation of the QoF programme and attend all QoF meetings and assessments as requested by the AT Medics Directors and the Practice Management Team
- Critically analyse actual or potential risks to ensure effective management
- Record incidents and report to the Senior Manager / Board
- Organise practice and primary health care team meetings on a regular basis
- To disseminate information to staff and represent the views of the management team appropriately
- To ensure that the work of the reception team complies with the practice Caldicott, security and governance policies

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Education

- To work with the Educational Providers, GP Trainers, AT Medics education team and Practice Administrators/training leads to ensure placements are co-ordinated across AT Medics practice sites
- To ensure up to date course curriculum's and handbooks are kept electronically in the practice education folders for all programmes of education supported by the practice
- To ensure welcome packs, timetables and other relevant information is circulated to the students in advance of their placement
- To develop with the directors and trainers timetables for students placed at the practice and ensure these meet and are in accordance with the course curriculum
- To liaise with other agencies to facilitate visits and placements to other providers of health and social care
- To recruit and book patients in for student tutorials and ensure patient consent has been obtained
- To ensure trainers within the practice complete and return student assessments within the specified timescales for return
- To participate as required in the teaching programme within your area of expertise
- To liaise with the Practice Administrator to ensure invoices for training are co-ordinated and submitted promptly
- To ensure the hard copy Practice Library and Electronic Library and tutorials are kept up to date and maintained
- To disseminate relevant information to all parties pertaining to the training programmes and student placements within the practice
- To undertaking any other activities on behalf of AT Medics in relation to practice education.

Premises

- To co-ordinate quotes and supervise co-ordination of works as directed by the management team
- To ensure building security is maintained – have thorough knowledge of practice shut down procedure and setting of alarms. Train reception administration staff in the operation of the out-of-hours procedure
- To be Key holder for alarm
- To ensure the implementation of the practice health & safety policy
- To maintain adequate stocks of stationary and clinical supplies
- Monitor the effective operation of equipment in the surgery and report defects to the directors
- Contribute to projects to develop the building or its equipment
- Develop relationships with other services on the premises and improve integration

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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 career, 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 assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- 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.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

Dress Code

- To adhere to the AT Medics uniform policy

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

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- 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 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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize people’s needs for alternative methods of communication and respond accordingly.

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Contribution to the on-going implementation of Services and Practice Development

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.

Other tasks

- To undertake any other reasonable tasks as allocated by Senior Manager and GP Directors.

This job description reflects the immediate requirements and objectives of the post and is not exhaustive.

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PERSON SPECIFICATION

Key Components		
	Essential	Desirable
Education/Qualifications	Good general education to GCSE level	<ul style="list-style-type: none"> • Management Certificate • AMSPAR Diploma • Degree or Professional Qualification. • Qualification / Experience of working within the area of Quality Assurance
Knowledge / Experience	<ul style="list-style-type: none"> • Experience of working in a GP surgery • Experience of managing administrative staff • Understanding of clinical governance issues in a primary care setting • Experience of working as part of a multi-disciplinary team • Knowledge of book keeping and accounts • Ability to understand and learn new software and administrative procedures • Identifying training & development needs & appraising staff 	<ul style="list-style-type: none"> • Experience of managing administrative staff • Partnership working • Understanding of access requirements. • Business Planning • Change Management • Experience of developing effective processes & procedures
Key Skills	<ul style="list-style-type: none"> • Ability to motivate team • Excellent IT skills 	<ul style="list-style-type: none"> • Qualification / experience of project management. • EMIS/SytemOne trained.
Personal Attributes	<ul style="list-style-type: none"> • Flexible Approach. • Ability to lead a team. • Ability to work with a wide range of professionals & patients at all levels 	
Equal Opportunities	To be committed to Equal Opportunities	

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