

### Job description

- Post Title:** Practice Manager.
- Location:** Based at Woodhouse Medical Practice but with travel to Chandos site and regular/occasional meetings in Leeds and beyond.
- Accountable to:** Practice Partners.
- Manages:** All employees of the practice. Clinical accountability is through professional lines, but the Practice Manager will be involved in contract and employee issues.
- Hours:** Full time 37.5 hours.
- Key relationships:** Partners, FY2 Doctors, and Physician Associates, Practice staff, Health Centre staff, CCG, Primary Care Locality and other Primary Care colleagues, Accountant, Bank, IT and other suppliers.  
Organisational relationships: CQC, Smart card (Embed), Community pharmacists, Medical deanery in relation to doctors in training.

### Job summary / overall responsibility

The Practice Manager is responsible to the Practice Partners for ensuring the practice is financially sustainable and appropriately responsive to patients. Although not responsible for the clinical competence of the practice, the role-holder will work with Partners and other clinicians to demonstrate clinical competence.

The Practice Manager will work with Partners to develop the practice through growth of patient numbers, collaborative arrangements with other practices and other opportunities for service development. At a time of considerable change in Primary Care this will include ways of collaborating effectively with other organisations to develop clinical services, maintain efficiency and develop the practice.

The Practice Manager is accountable to the partners for managing the practice operations on a day-to-day basis, ensuring services are maintained for patients through effective rotas, staff management, ensuring accurate timely financial management and supplier contract management.

## **Duties and Responsibilities:**

### **Practice Management**

Understand position of practice in locality and area so as to identify opportunities and threats, strengths and weaknesses.

Attend, contribute to and feedback to partners on relevant locality and area meetings to identify opportunities and threats.

Make recommendations on promotion and development opportunities to partners.

Work with partners on developing the practice through growth and collaboration opportunities.

Partner meetings – set agendas and make proposals to partner meetings; record appropriately for professional and business governance and follow up actions.

### **Practice performance**

Ensure the practice is delivering against contracts and agreements for care and is claiming for all services delivered.

Ensure the practice is delivering services in accordance with national and local regulation of primary care so that the practice can demonstrate achievement of relevant standards of care and performance.

Ensure services are delivered in accordance with all guidelines and legislation e.g. health and safety, human resources. Manage risk by carrying out risk assessments where necessary.

Work with practice finance manager to ensure effective budgeting, and that up to date accounts available to support financial health of practice.

Work with IT consultant to ensure effective use of EMIS Web and other IT systems.

Report to partners regularly on key performance indicators.

### **Service and staff management**

Planning and organisation of services to ensure smooth running of services for patients.

Overall responsibility for staff rotas, including leave to ensure resilience of services.

Manage all staff for (except for clinical performance) through effective communication, appraisal, training and development processes. Support partners in management of clinical performance.

Manage contracts for support services to ensure resilient services at best cost including IT, HR, Health Centre, Chandos site.

Manage patient complaints processes.

### **Development of self**

Assess own competence with input from partners and actively seek development opportunities to ensure development to meet changing environment.

This job description is a reflection of the current position and may change in emphasis or detail in light of service developments.

### **Specific conditions of employment**

Staff must not be patients of the practice, and nor should their immediate family members (parents, children/grandchildren, spouses/partners, siblings). This is to avoid any conflict of interest which would undermine the credibility of the Practice Manager.

Transport – the post-holder must have access to flexible personal transport to ensure attendance at meetings elsewhere with minimum time spent travelling and occasionally at short notice.