**ABOUT THE ROLE & THE PRACTICE**

**The Role** - We are seeking to recruit a talented and committed practice manager who will be able to provide skilful leadership that meets the needs of the surgery, its patients and the whole healthcare team. We will also be looking for someone who can foster excellent links across the local Primary Care Network (PCN), K2 Federation and every part of the local health and care system. The successful applicant will be able to demonstrate personal values that will make them suited to this job, experience of managing change in challenging environments and an ability to relate to both patients and colleagues with empathy and kindness.

**The Practice** – Long Bennington Medical Centre, in between Grantham and Newark, serves a practice population of just over 6,000 patients between the village itself and surrounding villages.

**Mission** – As part of the South West Lincolnshire Clinical Commissioning Group (SWLCCG) we are striving to be an organisation in partnership with the local population continually improving the Health and Wellbeing for all residents in our locality.

Long Bennington Medical Centre has a long history of being a clinically led and patient centred practice and we have an excellent and committed multidisciplinary team who continually champion the needs of their patients. Having changed clinical systems and received a good CQC rating in the last four years, the team are positive and loyal to the surgery and are motivated to continue to make a positive difference and are committed to improving the lives of all those we serve.

**Values** – We believe that:

* Patient safety and quality of care is paramount
* We need to be realistic in our expectations and accept that our resources will never allow us to provide everything for everyone all of the time
* We will be open, honest and transparent about the difficult decisions we will have to make, and always strive to do the best for the benefit of our population
* Services should be local where viable and safe, centralised, and accessible where necessary
* Patients should be at the heart of their health care
* Integration between primary, community, secondary care services, and social care services is critical to the success of health provision
* Services start at home and our carers are an important part of this

This is an exciting time for Long Bennington Medical Centre as working in partnership with Grantham PCN will give fresh opportunities to transform and innovate how primary health care is delivered.

**JOB DESCRIPTION**

**Strategic Management and Planning**

* Managing transformation within the practice in line with the changing needs of the practice population
* Planning for how the practice will align with the NHS Lincolnshire’s values and developing processes to allow this to happen
* Strategic management of the role of the practice within the local PCN and also the wider STP

**Staff Management and Human Resources**

* Providing local support to the practice team with respect to training, mentoring and strategic role development
* Managing day to day issues related to HR within the practice
* Linking work in the practice with the wider work in the PCN and Federation
* Working as a liaison between the practice team and corporate services
* Ensure proper conditions of employment, to include current employment legislation and recognised good practice
* In conjunction with the Partners, to recruit and maintain an efficient and cost-effective level of staffing
* Be responsible for an effective appraisal system and any resulting training needs of performance improvement measures
* Communicate agreed practice policy to staff and introduce systems to support such policies, including sickness, performance and disciplinary procedures where appropriate
* Monitor the maintenance of staff personnel files
* Monitor and apply practice sick leave policy
* Monitor and apply practice annual leave policy across the workforce
* Maintain and support the cohesiveness and morale of the team in conjunction with the team leaders
* Delegate tasks to appropriate team members, ensuring practice procedures are followed and applied to ensure smooth and efficient running of the practice
* Liaise with team leaders on staffing issues

**Organisational Responsibilities**

* Helping the practice to adopt and maintain relevant organisation wide processes such as contributing to and taking part in Practice team meetings, PCN and Federation meetings, CQC readiness work, health and safety reviews, equality and diversity reviews, maintaining a risk register, developing and nurturing a quality improvement culture and being a leader for change.

**Governance**

Maintain policies and procedures to ensure compliance with all statutory and legal regulations and inspections in relation to:-

* The Care Quality Commission
* Health and Safety Executive
* Information Commissioners Office
* NHSE England
* Clinical Commissioning Group
* Fire Safety
* PAT safety and electrical testing
* Safeguarding of adults and children

**Patient Services and People Participation**

* Ensure that health care is delivered by the surgery in line with NHS contractual obligations, working with local and national guidance
* Further develop existing people participation strategies to align with local healthcare organisation’s vision for service user and carer involvement
* Develop and maintain a ‘patient group’ with service users
* Embed a culture that prioritises patient and public involvement in all aspects work at the surgery
* Manage any complaints within set time frames. Lead work to allow learning from any adverse events with the focus on ‘lessons learnt’ and encourage the sharing and celebration of compliments
* Engage with Lincolnshire NHS Datix program

**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 patient needs
* Effectively manage own time, workload and resources
* Engage with the practice significant event audits
* Ensure there is an updated business resilience (emergency) plan
* Ensure there is appropriate cover when on leave

**Financial Management**

* Manage the budget and use resources as effectively as possible
* Understand and report on the financial implications of contract and legislation changes
* Manage appropriate financial systems
* Act as a liaison with the Partners and finance manager and contribute to financial reporting as requested

**Information Management and Technology**

* Evaluate and plan IT development and implementation on site
* Ensure the Data Security and Protection (DSP) Toolkit online self-assessment tool is completed annually
* Ensure the surgery meets all General Data Protection Regulations (GDPR)
* Liaise withcorporate IT services
* Keep up to date with and develop skills in primary care IT
* Liaise with the local CCG regarding systems procurement, funding etc.
* Support all members of the practice team in the appropriate use of IT
* Ensure that the content of the practice website is up to date and appropriate
* Ensure that the content of the practice intranet (ClarityTeamNet) is up to date and appropriate
* Ensure that all members of the team receive appropriate training in information governance and that local and national standards are applied

**Personal Development**

* Take responsibility for personal development with support from the Partners and management team
* Engage in the annual appraisal process and maintain a personal record of CPD activity
* Adopt an approach of lifelong learning, identify personal development needs and seek out appropriate training opportunities
* Engage in reflective practice and take opportunities to learn from both successes and failures. Develop opportunities to reflect as part of a team, actively encourage and lead this work across the practice team
* Seek support as needed with any problems encountered
* Actively seek out opportunities to develop skills in quality improvement in line with SWLCCG’s QI work

**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 which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

**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
* Keep oversight of the practice website
* Maintain effective patient communication and ensure emails and communications are dealt within an appropriate time frame
* Further develop ways for the practice team to communicate effectively with one another
* Foster an open dialogue across the practice team that allows everyone to feel their voice is heard
* Strive to continuously improve the two way communication with service users and carers and actively encourage people participation in all aspects of work at the surgery
* Develop effective communication with the wider healthcare community
* Act as a liaison between the practice team and with wider healthcare community to communicate and share important information
* Encourage members of the practice team to create their own networks across the rest of the CCG
* Develop strong positive communication links with the local population including voluntary organisations
* Continue to work with the rest of the local PCN and communicate the work that is taking place across the network to the whole practice team

**Leadership**

* Lead the practice team in work to develop a stable, happy, functional environment that allows the practice to move forwards
* Embody the values of ‘we care, we respect, we are inclusive’
* Actively encourage all members of the practice team to share leadership roles so that they feel empowered and engaged
* Work with the Partners to agree priorities for work within the practice and also work across the PCN and the wider CCG and plan for how this work will be lead and by whom
* Lead the development of excellent working relationships with organisations across the health and care system
* Share leadership of transformational work across the local primary care network

**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 and 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, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

* Maintain the policies and procedures to ensure compliance with all statutory and legal regulations and inspections in relation to all areas of health and safety
* Identify risks involved in work activities and address risks
* Making effective use of training to up-date knowledge and skills
* Using appropriate infection control procedure, maintaining work areas in a tidy and safe way and free from hazards in conjunction with the nurse lead
* Actively maintain and manage any health and safety and infection control hazards immediately when they are reported to you. Ensure that all reports are documented and actioned
* Record and action any potential risks identified
* Undertake periodic infection control training in conjunction with the nursing team
* Maintain security by ensuring policies are in place and monitor effectiveness
* Identify risks involved in work activities and address risks

**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

This list is not exhaustive and there is an expectation that the successful candidate will be able to be flexible to the needs of the practice and it’s team.

**PERSON SPECIFICATION**

* Will have at least previous experience in a management position in a customer or patient care environment and managed a team of personnel to deliver challenging financial and customer targets
* Good GCSE grades in English and Maths are essential
* Must have customer/patient care skills and have worked in a customer/patient facing environment in healthcare and or retail
* Competence in Microsoft Office packages (Word, Excel and PowerPoint as a minimum)
* Knowledge of IT based administrative processes is needed
* Working knowledge of SystmOne a distinct advantage
* Excellent organisation skills required along with ability to prioritise and work to very high standards of performance
* Be comfortable in driving teams to meet objectives
* Must have experience of managing performance and sound knowledge of Employment Legislation
* Be comfortable in supporting the business in seeking and delivering revenue opportunities
* Excellent communications skills are needed, both written and verbal
* High self-confidence required to deal with senior people, internally and externally, and often conflicting views and timescales
* Needs to be sensitive to working with confidential issues and information
* Should have a creative approach to problem solving and strive for continuous improvement

**Dr Longfield and Partners**

31 January 2020