

GREYSWOOD PRACTICE PRACTICE BUSINESS MANAGER — JOB DESCRIPTION

Reports to: The Partners

Hours: 37.5 hours per week

Practice profile

The Greyswood Practice moved to Eastwood Street in June 2004. There had been a practice on our Mitcham Lane site since 1905 when the building was opened as a doctor's surgery with accommodation above. The practice has steadily grown in recent years and we now have around 9400 patients. We serve a residential area of West Streatham, Tooting and Mitcham. The practice straddles Lambeth, Wandsworth and Merton Boroughs.

Job Summary

- Responsibility for overseeing the day-to-day operation of the practice.
- Responsible for management of reception manager and administrative staff
- Ensure the effective processing of all administrative work and appropriate liaison with the reception and administrative team.
- 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.
- Help develop efficient systems of management to include IT, Human Resources, Financial and Risk Management and to delegate tasks appropriately.
- Lead on CQC Compliance.
- Ensure policy and procedures are reviewed on an annual basis and arrange for amendment as necessary

Strategic Management & Planning

- Keep abreast of current affairs and identify potential threats and opportunities
- Contribute to Practice strategy; formulate objectives and research and develop ideas for future Practice development
- Monitor and evaluate performance of the Practice team against objectives; identify and manage change
- Develop and maintain effective communication both within the Practice and with relevant outside agencies
- Prepare and annually update the Practice Development Plan, oversee the implementation of the aims and objectives
- Assess and evaluate accommodation requirements and manage development and expansion plans
- Contribution to the on-going implementation of Services and Practice Development
- Compliance with regulators and appropriate legislation
- 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.
- Promote quality achievement and performance within the practice.
- Identifying relevant quality related training needs.

- Collating and analysing performance data maintaining appropriate control and documentation levels.
- Bring together staff of all levels to plan, formulate and develop quality procedures.
- Ensure that the services provided are fit for purpose and meet patient 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 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.

Recruitment Clinical and Non Clinical Staff

- To support the partners in all processes pertaining to the recruitment of clinical and non-clinical staff, maintaining appropriate levels
- Responsible for supporting the Reception Manager in the recruitment, training, and supervision of reception staff
- Responsible for the recruitment, training, and supervision of administrative staff
- Ensure that all staff are legally and gainfully employed. Monitor skill-mix and deployment of staff
- Evaluate, organise and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role
- Develop and implement effective staff appraisal and monitoring system
- 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
- Maintain up to date HR documentation (including job descriptions, employment contracts and employment policies)

Finances

- Manage Practice budgets and seek to maximise income, monitoring expenditure
- Through negotiation with the relevant authorities, ensure the Practice receives an appropriate and equitable allocation of resources
- Understand and report on the financial implications of contract and legislation changes
- Responsible for making wage payments, and processing the correct pension and tax arrangements for employed staff
- Keep appropriate records of all business transactions
- Manage Practice accounts; submit year-end figures promptly and liaise with the Practice accountant
- Support accountants by supplying financial information in a timely way
- Organise quarterly financial meetings with practice accountants and Partners.
- Ensure practice meets financial targets
- Monitor cash-flow, prepare regular forecasts and report to the Partners
- Manage and reconcile bank accounts and income and expenditure statements
- Manage contributions to the Practice Pension Scheme(s) and maintain appropriate records
- Manage appropriate systems for handling and recording of cash, cheques and petty cash

Organisational

- Organise and attend Practice and Partners meetings, circulating agenda in advance, keeping and circulating minutes, and ensuring action points are done

- Co-ordination and inviting of external people to scheduled meetings (including MDT, Palliative Care meetings)
- Convene meetings, prepare agendas and ensure distribution of minutes as necessary
- Develop Practice protocols and procedures, review and update as required
- Ensure that Practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place
- Manage the procurement of Practice equipment, supplies and services within target budgets, and its regular maintenance
- Develop and review Health & Safety policies and procedures and keep abreast of current legislation
- Arrange appropriate insurance cover
- Ensure that the Practice has adequate disaster recovery procedures in place

Information Governance (IG) Lead

- Ensure that IG is regularly discussed in Practice meetings.
- Responsibility for maintaining and implementing practice IG policies, liaising with CCG IG personnel.
- Ensure that an annual assessment of the Practices performance against the standards in the Information Governance toolkit is completed.
- Ensure policy and procedures are reviewed on an annual basis and arrange for amendments as necessary.

Information Technology

- Ensure surgery meets statutory duties with regard to IT compliance.
- To be fully competent in the system specific IT Training competencies (EMIS Web)
- Assess, monitor and implement plans to ensure the achievement of higher target Cytology and Childhood Immunisations
- To be the practice lead for IT
- Oversee the Information Technology work carried out in terms of:
 - IT Training for Reception staff
 - Liaison with CSU/Egton IT department to ensure effective and up to date functioning of IT system at all times
 - Maintaining the computerised medical database

Practice Development

- Participate in the development of a practice development plan and the achievement of its objectives
- Participate in monitoring performance and data collection as necessary
- Participate and contribute in all national ES/DES/LES and other practice quality standards as determined by the practice and its contractual framework
- Participate in Federation and PCN Programmes
- Participate and contribute to the development and implementation of the QoF programme and attend all QoF meetings and assessments
- Critically analyse actual or potential risks to ensure effective management
- Record incidents and report to the partners
- Be the administrative lead for complaints, work with the practice clinical complaints lead to investigate and respond to any complaints received as appropriate
- Organise practice and primary health care team meetings on a regular basis

- Disseminate information to staff and represent the views of the management team appropriately
- Ensure that the work of the reception team complies with the practice Caldicott, security and governance policies
- Participate as required in the Education teaching programme (invoicing, keeping records of tutorials and disseminating information to all parties)
- To be responsible for identifying any areas of work where skills need to be developed, and will be responsible for identifying and producing a Personal/Professional Development Plan

Premises

- Co-ordinate quotes and supervise co-ordination of works as directed by the Partners
- 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
- Maintain and implement of the practice health & safety policy
- Ensure adequate stocks of stationery and clinical supplies are kept
- Monitor the effective operation of equipment in the surgery and report defects to the Partners
- Contribute to projects to develop the building or its equipment
- Develop relationships with other services on the premises and improve integration
- Arranging the cleaning of the building to appropriate standards

Confidentiality

- In the course of seeking treatment, patients entrust the Practice with, or allow it 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 will 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.

Health & Safety

- 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.
 - Identify the risks involved in work activities and undertaking such activities in a way that manages those risks.
 - Make effective use of training to update knowledge and skills.
 - Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
 - Report potential risks identified.

Equality and Diversity

- 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.

- Behave in a manner that is welcoming to the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Other tasks

- Undertake any other reasonable tasks as allocated by the Partners.
- This job description reflects the immediate requirements and objectives of the post and is not exhaustive.