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**The Park Medical Practice**

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| **Position Title** | Practice Manager |
| **Reports To** | Managing Partner |

The principal responsibility is to provide strong leadership, direction, motivation, and management skills to ensure that The Park Medical Practice meets and delivers the practice aims and objectives as agreed by the Partners supported by the practice management team.

The practice manager will ensure the team provide a high-quality service to the Partners, patients, team members, carers, visitors, and other contacts. The role is also required to drive and lead change through implementation of new systems, processes and procedures seeking opportunities to optimise the use of technology, develop the business, employ, and retain trained motivated staff to provide quality services to ensure an excellent patient experience.

**Primary Responsibilities:**

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| **Strategic Management**  Lead the management team to develop a vision, goals and objectives for the practice and associated businesses  Keep abreast of new business and NHS initiatives as well as changes and be able to identify and react to potential opportunities and threats.  Support the management team in the development of protocols and procedures, review and update as required.  Work with the finance team to maximise income opportunities to oversee the efficient procurement of practice equipment, supplies, and services within target budgets.  Represent the practice at various meetings. This could include presenting and arranging meetings with both internal and external stakeholders, where considered appropriate by the GP Partnership, including PCN, ICB, PPG meetings.  Develop professional relationships to engage with local system partners and key stakeholders i.e. solicitors, bank manager, ICB Chair, PPG Chair, NHSE, LMC. |
| **Business Management and Management Planning**  Support the managers in the following areas   * Finance * Staffing * Facilities/ Buildings * IT and associated systems * Information governance * NHS Contracts and other contracts * Health and Safety * Practice policies, procedures, and guidance   Oversee the practice ensuring that the team always adhere to National and practice guidelines.  Champion continuous improvement, encouraging staff to participate and make suggestions for quality improvement initiatives |
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| **Financial management**  Work closely with the practice accountant to :  Understand and report on financial implications of contract and legislative changes.  Final checks/sign off payroll.  Renew and appoint insurance for buildings, medical indemnity, contents, utility, and public liability  Give the authority for purchasing supplies and equipment.  Ensure that the practice achieves and maximises the opportunities for QOF, Enhanced Services and payment.  **Demonstrate effective leadership skills**  Must be able to diffuse potentially difficult situations in a safe manner.  Act as a role model, demonstrating and promoting the standards expected by the practice creating the positive dynamic energy and enthusiasm for the service demonstrating excellent customer service skills.  Be an ambassador for the practice when dealing with any outside agency.  Be a champion for all patients to ensure outstanding care and responsiveness.  Ensure compliance to all relevant regulatory areas including employment, financial, data legislation, NHS standards and contract requirements.  Ensure that all deadlines are met in accordance with the individual targets.  Ensure that staff are trained to undertake their roles effectively and safety and resources are maximised.  All staff are treated fairly and consistently.  **Human Resources**  Act as advisor /support for management team in all aspects of HR.  Keep up to date with employment legislation.   * Lead the recruitment and selection of clinicians and staff ensuring compliance of all relevant HR and NHS processes. * Support and mentor staff, both as individuals and as team members   Ensure contracts of employment are provided to all staff and that all relevant employment legislation is followed. Ensure the practice’s employment policies and procedures are comprehensive and up to date  Manage staffing levels within target budgets in liaison with the Practice Accountant.  Evaluate, organise, and oversee staff induction, on boarding and training to ensure that all clinical and non-clinical staff are adequately trained and are competent to fulfil their roles.  Check professional registrations with the different professional bodies  Ensure the quality training standards are maintained, and all mandatory training is completed within the required regulations.  Develop and implement effective staff appraisal and monitoring systems for personal development and practice needs.  In liaison with the management team collate the practices appraisals.  Implement effective systems for the resolution of problems, disputes and grievances being always fair and transparent.  Ensure personnel records are maintained for all staff, including absence, DBS, training records (Practice uses You Manage system)  Oversee all aspects of HR including:   * return to work meetings * counselling and support * Training and skills * disciplinary, and disputes * Staff retention * Retirement * capability, * motivation, * Occupational health * Mentoring and support, as well as just a listening ear for staff and the managers   Ensure all requests for reasonable adjustments, family friendly working, maternity, paternity, adoption leave, access etc are considered following the latest legislation  Ensure monthly management meetings are held, and key issues escalated  Ensure effective line management of the management team by supporting staff development, providing guidance, direction and coaching in a positive professional way which reflects the practices values.  Monitoring of quality to ensure that patients and staff are communicated with in a polite manner adhering to practice guidelines/protocols – ensure that quality issues are addressed  Undertake project work to improve efficiencies within the practice  Provide response complaints and initial guidance and advice to patients who wish to complain further following the NHS complaints procedures.  Write up any complaints that the practice manager has investigated as significant events following practice guidance and share the learning at significant events meetings  Act as support/advice for the managers relating to complaints  **CQC**  Undertake the administration of the practice's CQC registration ensuring this is always up to date.  Ensure all practice staff are aware of their responsibilities regarding CQC.  Ensuring the practice is CQC compliant.  **Patient Participation Group (PPG)**  Attend Patient Participation Group meetings and liaise with PPG chair prior to all meeting and act as the link between the practice and the PPG  **Business Continuity**  Ensure that the business continuity plan is fit for purpose  Act as the practice contact for the following outside organisations:   * PCSE * NHSE * Performers List * MDU/MPS * NHS pensions * Practice Accounts * Practice Bank * Insurance * Locum insurance * Healthwatch   In liaison with the assistant practice manager ( buildings) and the Nurse manager (infection control lead) ensure the premises comply with Infection Control, Health, and Safety at Work, DDA standards, etc.  Ensure that current Practice premises are properly maintained and cleaned, and that adequate fire prevention and security systems are in place  In liaison with the assistant practice manager review security, repairs, insurance and maintenance of premises, services, and equipment. Obtain quotes for works and organising external services to attend to the surgery  **Quality**  The post holder will strive to maintain quality within the practice and contribute to improving quality within all areas of the practice.  Using various data sources monitor and assess the practice performance with the management team against targets and forecasts .  Alert other team members of issues of quality and risk.  Take accountability for own actions.  Contribute to the effectiveness of the team by reflecting on own and the team's activities and make suggestions on ways to improve and enhance the team's performance.  Contribute to service development and implementation reflecting on both operational and clinical initiatives.  Work effectively with individuals in other agencies and organisations.  Effectively manage own time, workload, and resources.  Participate in staff appraisals and performance reviews for Managers.  .  Oversee the content of the practice leaflet, practice newsletter, and any publicity relating to the practice.  Complete the required returns on behalf of the practice i.e. OPEL scoring, monthly national workforce reporting service, patient satisfaction survey  **Information Governance**  Ensure that the practice is compliant.  Maintain and develop knowledge and competence in data management and legislation  Advise on data security taking expert advice when needed from the Data Protection Officer  Assist to manage queries regarding data issues.  **Equality and Diversity**  Support and champion the equality and diversity rights of patients and staff.  Act in a way that recognises the importance of people's rights, interpreting them in a way which is consistent with practice values, policy, and current laws.  Respecting privacy dignity and needs and beliefs of patients, carers, and colleagues.  Be an exemplar of behaviour that welcomes and supports every person, with respect for their circumstances , feelings, priorities, and rights.  **Health and safety**  Responsible with the assistant practice manager for the management of all staff/patients health safety and security as defined in the practices health and safety policy.  Ensure that the post holder is up to date with current legislation  **Partnership**  Support the partners individually and jointly in all matters ensuring the long-term business viability.  Assisting with change of partners as required.  **Primary Care Network**  Support the work of the PCN and network contract by representing the practice for PCN matters including:   * Attending board meetings * Support the PCN Clinical Director and PCN Manager * Working with other practice managers on PCN initiatives * Recruit, support and enable ARRS role development and deployment. |
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Person profile

Background and Education

A levels

Degree

Experience & Skills

* Minimum of 5 years' experience in a patient/customer services environment
* Computer literacy - Microsoft suite Word/PowerPoint/Excel – and ability to evidence implementation of new technology and systems in a seamless manner
* Strong numeric capability, data analysis and interpretation
* Ability to communicate effectively at all levels
* Strong leadership – ability to manage at all levels
* Ability to evidence introduction of change management
* People management and development – evidence of having managed a team and delivered results through development and performance management
* Proven ability to lead, motivate and manage a large team ensuring high standards
* Strong organisational skills with the ability to prioritise tasks and to manage multiple projects at the same time.
* Ability to manage and resolve conflicts effectively promoting a positive working environment
* Ability to work under pressure and to make decisions in a fast-paced environment

Personal qualities

* Team player – ability to integrate in a team
* Self-motivated, and committed to personal career development and CPD
* Adherence to process, procedure, and compliance
* Problem solver
* Proactive
* Ability to work within deadlines and manage conflicting priorities

**Desirable Qualifications , Experience and Attributes**

* Experience of working in the NHS.
* Familiar with working with NHS systems - System One, and other software
* Strong understanding of NHS regulations including the GP contract, CQC, GDPR
* Experience with CQC inspections and compliance.
* Knowledge of financial management in Primary Care and funding streams.
* HR experience.

**An enhanced DBS check will be required for this position**