

Fairfield Park Health Centre

Job Description

Practice Manager

The Purpose of the Post

The Practice Manager plays a crucial role within the Practice and is expected to devote their full attention to the business of the practice. Whilst remaining responsible to the partners, the Practice Manager must provide the leadership necessary to maintain the cohesion of the team and the clarity of purpose that is required in the changeable climate of the NHS. The practice philosophy and organisational culture must continue to be developed in a dynamic way so that it enables the practice to respond to the demands placed upon it. The practice manager has an overall responsibility for all aspects of the smooth running of the practice, with particular responsibility for the areas outlined below.

Strategic Direction

The Practice Manager works with the partners to identify priorities for development. This includes diversification of practice activity and development of premises, in line with the practice philosophy and development plans. It will be necessary to maintain up to date knowledge and awareness of all aspects of NHS developments relating to primary care and in particular an understanding of the regulations and guidelines concerning the GP contract, and to maintain good working relationships with the Primary Care Network, other Practices locally, and relevant NHS organisations, e.g. NHS England, BSW CCG, BEMS etc. An ability to anticipate forthcoming changes and generate ideas to navigate these is also highly desirable in order to ensure that the Practice remains relevant and thriving in current times.

Accountability

The Practice Manager will be directly accountable to the GP Partners.

MAIN DUTIES AND RESPONSIBILITIES

The following list is a summary of key roles/tasks that the Practice Manager is ultimately responsible for, although some of these duties will be carried out by the Operations Manager. This list is not exhaustive, but serves as a guide for the efficient running of the practice.

Finances

The Practice Manager ensures, by audit and maintenance of appropriate systems, that the practice finances are managed in a healthy condition in addition to the following specific responsibilities. Working closely with the Accounts Administrator, the Practice Manager will:

- Aim to optimise income/expenditure in all areas
- Apply for appropriate use of development funds through the CCG/NHS England etc.

- Responsibility for advising on, and agreeing, staff incremental pay increases with the Partners
- Develop, implement and supervise the management accounting function for the practice to include preparation of annual budgets, variance reports against budget, cash flow forecasting, drawings projections and systems for monitoring income and expenditure
- Responsibility for the day to day finance matters of the practice
- Liaising with the Practice accountant on relevant financial issues.

Human Resources:

The Practice Manager will ensure the smooth running of the Practice through evaluating and maintaining adequate staffing levels, including oversight of staff annual leave, to enable a consistent and continual level of cover during absences.

- Overall responsibility for all staffing arrangements including the implementation of personnel policies and procedures in line with good employment practice.
- Appraisal and personal development plans which will encompass all practice members.
- Support the partners in the supervision, development and motivation of the practice team.
- Coordinate and monitor statutory training programmes for all clinical and non-clinical staff
- Maintain and update the staff training log
- Coordinate and monitor all ad hoc training courses for non-clinical staff
- Oversee the recruitment and retention of staff and provide a general personnel management service
- Work with our specialist employment law advisors to ensure that all staff are legally and gainfully employed. Monitor skill- mix and deployment of staff
- Evaluate, organize and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role
- Manage the administrative staff and non-clinical management of nursing staff and take lead responsibility in staff appraisal
- Ensure contracts of employment are provided to all staff and that all relevant employment legislation is adhered to.
- Ensure all staff have job descriptions that are updated appropriately and promptly when changes are introduced
- Make sure all employment checks and Smart cards are applied for at commencement of employment
- Develop, write and circulate Practice non-clinical protocols and procedures, review and update as required, and oversee the development, updating and circulation of clinical protocols and procedures by relevant clinical members of the team

- Ensure all staff and doctors are kept informed on all policy changes

Building and security

The Practice Manager will ensure that Practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place, including out of hours contact, security, access and weekend working

- Manage the procurement and maintenance of clinical and non-clinical equipment, supplies and services
- Work with our specialist Health & Safety advisors to develop and review Health & Safety policies and procedures and keep abreast of current legislation
- Ensure that the Practice has adequate disaster recovery procedures in place
- Negotiation and renewal of third-party contractual arrangements
- Responsibility for the operational management of the building
- Establishing a system of control for the booking of rooms and facilities to meet the needs of the occupiers
- Maximizing available space to achieve the optimum use of the building, meeting the reasonable demands of occupiers for facilities
- Overall responsibility for the maintenance of the grounds.
- Organise insurance cover for building, contents, computers ensuring periodic review of cover
- Make arrangements for major and minor repairs and alterations to premises as required
- Maintenance and replacement of furnishing

Advertising and marketing the Practice:

- Develop, maintain and market new and existing services
- Produce posters as and when required for public information
- Liaise with designers & printers regarding changes to signage and marketing material

Meetings

The Practice Manager is responsible for ensuring the meeting schedule is followed with agendas produced in advance and minutes issued in a timely fashion.

Information and Technology

- Practice Lead for Information Governance, Caldicott Guardian, SIRO
- Support computer and telephone systems
- Research and purchase new equipment as necessary
- Guide future IT developments in line with practice priorities
- Maintain the Practice's/NHS feedback website.
- Review and update the Practice publicity and health education material
- Change telephone messages as required
- Ensure all compliance and reporting requirements are met

Complaints and accidents

- Be responsible for updating the complaints procedure in line with current guidelines and ensuring annual reporting requirements are met

- Ensure that any complaint is promptly dealt with in accordance with relevant procedures
- Undertake necessary investigations liaising with parties involved
- Communication with complainant or injured party with efficiency and tact
- Maintain comprehensive records of all complaints

Quality Control and Audit

- Develop and maintain quality control procedures throughout the organization such as significant event monitoring, satisfaction surveys, reflective practice etc
- Develop, support and co-ordinate the audit of clinical care
- Responsibility for the production of an Annual Report to monitor standards, record progress and report on activity through the year
- Identify and implement appropriate quality initiatives which will measure and improve ways of working throughout the Practice.

Practice Development Plan (PDP)

- Lead responsibility for the development, review and implementation of the Practice PDP
- Ensure that staff training is in line with the PDP priorities
- Ensuring that Practice development opportunities, in line with the development plan, are identified and implemented.

Care Quality Commission (CQC) Compliance

- Ensure the practice adheres to all Care Quality Commission requirements as well as other compliance laws.
- CQC regulations are wide ranging and open to change. The successful applicant must ensure they stay up to date with all changes and must ensure the practice takes necessary action to remain compliant, safe, effective and responsive to patient needs.

Quality Outcomes Framework (QOF)

- The Practice Manager must ensure that patients on the chronic disease registers are reviewed in a timely manner in line with QOF requirements.
- The successful applicant must coordinate the recall and reviewing of patients by the Healthcare Assistance, Practice Nurse and GPs.

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 & 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

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.

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
- Recognise people's needs for alternative methods of communication and respond accordingly.

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.