

PENNY'S HILL PRACTICE
JOB DESCRIPTION
PRACTICE MANAGER

RESPONSIBLE TO: The Partners

MAIN PURPOSE OF JOB:

- To support the Partners in developing and implementing practice strategy
- To take an overview of the business and enable Partners to concentrate on their clinical responsibilities
- To ensure the efficient, effective, safe management and smooth running of the practice and the well-being of patients and of all those working at the practice
- To act as a focal point for communications within the practice and take an overview of the practice team

MAIN DUTIES:

Patients

- Ensure patients are dealt with quickly, courteously and efficiently
- Ensure confidentiality is maintained at the highest level at all times
- Deal with patient complaints
- Liaise with patients on development/review of services as appropriate
- Meet with Friends of the Practice
- Ensure practice leaflet is up-to-date and is available to all patients

Personnel

- Manage all staff based at the practice whether employed, contracted or attached including all the ARRS roles employed by the PCN.
- Ensure staff have Contracts of Employment and Job Descriptions, that these are reviewed as required, and that the practice meets current Employment Law Legislation
- In conjunction with the Partners, help with Disciplinary Matters
- Organise staff training including induction training
- Recruit staff
- Authorise staff absences

Financial

- Maintain an overview of the efficient management of the business
- Manage all budgets ensuring value for money
- Ensure maximum profitability including reviewing accounts monthly, quarterly and at year-end.

- Ensure salaries and pensions are processed, monthly and at year end
- Authorise and arrange payment of surgery invoices
- Arrange payment of partners' drawings
- Liaise with the bank and accountant and ensure all appropriate information available to the accountant for end of year and tax purposes

Computers

- Have an understanding and overview of all IT systems and ensure appropriate training is organised

Purchasing

- Supervise and monitor all purchasing, clinical and non-clinical
- Liaise with pharmaceutical representatives

Required Reporting

- Supervise and submit reports and audits to PCT
- Supervise and submit GMS requirements including regular monitoring of QMAS figures
- Ensure practice meets all PCT development and accreditation requirements including National Service Frameworks and Clinical Governance

Meetings

- Organise and attend Partners' business meetings, set up agendas and take minutes.
- Attend clinical meetings and practice nurse meetings, as appropriate
- Attend PCN and local practice manager meetings
- Organise meetings with outside organisations and represent the practice as required
- Organise and attend meetings of the Primary Health Care Team
- Help arrange any social functions

Premises

- Ensure systems are in place for maintaining the premises
- Ensure maximum use of the premises within cost-rent limits
- Have an understanding of all telephone, communications and security systems at the practice

General

- Liaise with outside organisations such as CCG, Community Trusts, etc
- Promote and market the practice as appropriate

- Effect and maintain appropriate insurance cover including public and third party liability, employers' liability, premises and equipment.
- Set up and implement systems for new services; review and evaluate existing systems
- Undertake appropriate continuous professional development