



First Practice Management

working together with

Crick Medical Practice

Northampton NN6 7TT

www.crickmedicalpractice.co.uk

Contents

Overview2

Interview Details and Selection Process3

An Outline Profile of the Practice.....4

An Outline Profile of the Post 12

Person Specification 18

The Principal Contract Terms..... 19

Overview

This post provides an opportunity for a suitably qualified practice manager with the relevant skills to undertake a central role in this long established and respected medical practice.

If after reading this you have any questions that may influence your decision to apply, then do please contact First Practice Management.

Please complete the application form electronically and email it to mail@firstpracticemanagement.co.uk

Please note CVs can be included too, but a completed application form **must** be included.

It is important that you provide a covering letter supporting your application and email this, together with the application form. This letter should be a Word document of ideally no more than two pages of A4.

To be shortlisted, you must provide details of your experience, knowledge, and skills in the following areas:

- Finance management including planning and budgets
- Business planning and strategy
- Change Management and Quality Improvement
- Leadership, HR, training /personal development and wellbeing
- Application of IT systems and governance
- Patient/customer service and compliance
- Health & Safety and risk assessments
- Any other experience relevant to this post

**Your application for this post must arrive by
Midnight on 25th November 2025**

Interview Details and Selection Process

Interviews will take place in December 2025.

First interviews are via Zoom and if selected, second interviews will be at the practice premises.

You will be informed by email whether you have been short-listed to attend for interview. First Practice Management is assisting with the recruitment process and is not involved in the final decision-making process in terms of interview selection or appointment, this is the responsibility of the recruiting practice.

Unfortunately, we are not able to provide feedback for applicants who have not been short-listed for interview.

An Outline Profile of the Practice

Location

An established practice of over 50 years, Crick Medical Practice has provided patient services from refurbished premises at 16 Watford Road, Crick, Northampton, NN6 7TT and its West Haddon branch surgery at Muncaster Way, West Haddon, Northampton, NN6 7DU.

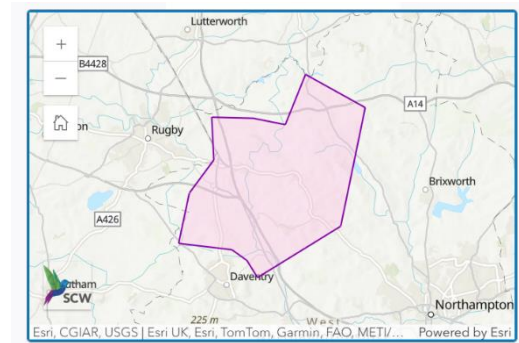


The practice premises sit to the south and south east of this picturesque rural village, which lies close to the county borders of Warwickshire and Leicestershire and the low rolling hills lying to the north and east which can be seen from many locations within the village.

Recorded in the Domesday Book, Crick has a wealth of history and The Church of St Margaret of Antioch may well have existed before the stone building of 1077. The 'Crick History Society' revived the historic Crick Feast which is now part of the village calendar in every second year.

The village also hosts Britain's biggest inland Waterways Festival at the Crick Marina in May of each year and there are also a number of popular walks alongside the canal and around the village.

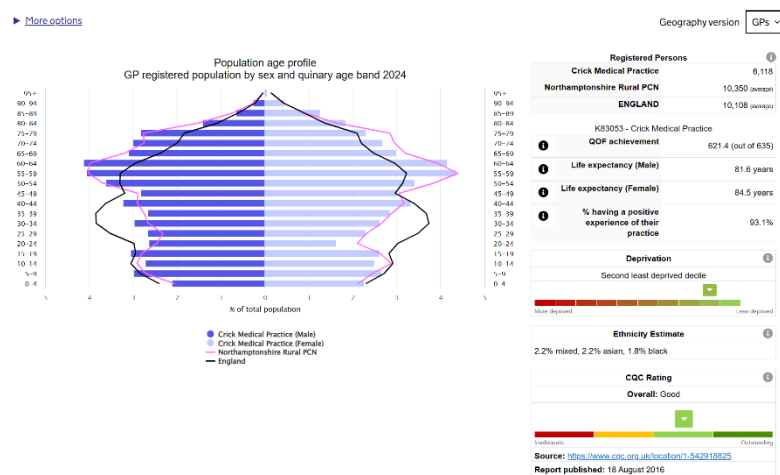
The Practice catchment area serves those living in and the area surrounding Crick which includes; - Ashby St. Ledgers, Cold Ashby, Elkington, Long Buckby, Watford, Welton, Barby, Coton, Guilsborough, Long Buckby Wharf, West Haddon, Wilton, Braunston, Kilsby, Ravensthorpe, Winwick, Thornby, Clay Coton, East Haddon, Lilbourne, Stanford on Avon, Welford and Yelvertoft.



The Surgery premises are accessible by road from the A428, leading to the A14, A5, M1, M45 and M6, giving easy access to Northampton, Leicester, Watford, Rugby, Coventry and Warwick. There is also easy access to the public transport network.

There is an excellent range of housing, schools, shops, sporting facilities and other public amenities within easy commute to the practice.

The population demographics and age profile of the c.6100 registered patients are detailed on the dashboard information below which shows a population across all age groups, with many being full families registered at this patient centric practice.



The Surgery premises are accessible by road from the A428, leading to the A14, A5, M1, M45 and M6, giving easy access to Northampton, Leicester, Watford, Rugby, Coventry and Warwick. There is also easy access to the public transport network.

There is an excellent range of housing, schools, shops, sporting facilities and other public amenities within easy commute to the practice.

Crick Medical Practice– philosophy

'Keeping the care in Primary Care'

This 3 partner, GMS (General Medical Services) teaching practice has a steadily growing list size of c. 6,300, spread across both sites, and works collaboratively offering patient services within PML Federation, the largest GP Federation in England covering Oxfordshire and Northamptonshire. The PML has 5 federated groups, ensuring healthcare is tailored to local populations. Crick Medical Practice is one of 15 practices offering patient services in the DocMed Group.

The Practice is also one of five practices which form the Northampton Rural PCN (Primary Care Network) offering patient services to c.49,000.

The Practice and Partners are very proud of; and highly value its PPG (Patient Participant Group) which meets every 3 months.

This is a very cohesive Partnership who work well together with clear leadership responsibilities; and in 2025, the surgery was ranked **No 1 GP surgery in the Northamptonshire GP Survey** and 4th in the entire East Midlands in the latest GP Patient Survey. The partners and staff are especially proud to be the only practice in Northamptonshire to appear in the Top 13, as reported by the Northants Telegraph.

Committed to personal and practice development, the Practice is teaching practice and accepts medical students from Warwick Medical School. The practice also welcomes its first resident doctor in November since becoming a training practice in 2025.

The dispensing aspect of the Practice is of significant importance, dispensing medication to c. 96% of the Practice population.

Also committed to high quality care, the Practice has consistently high Quality and Outcomes Framework (QOF) achievement and points have remained high and steady since the introduction in 2004. It continues to aspire to meet the challenges and targets of the NHS and National Standards requirements.

Falling within the boundary of Northamptonshire Integrated Care Board (ICB), the Practice is registered with the Care Quality Commission (CQC); the latest inspection being April 2016 and the report issued in August 2016 graded the Practice as 'Good' across all Key Lines of Enquiry.

The Practice has a clear vision to deliver high quality care, with core values which were developed by the whole health care team, each doctor being responsible for all aspects of general practice, ensuring good communication, compassion and continuity of care. The Practice has a very good reputation for patient care and is a beacon of good practice for end-of-life care. Patients moving out of the boundary area often request to remain on the Practice list.

The population socioeconomic demography is in the second least deprived decile and predominantly elderly, professional and families.

Whilst being clinically driven, the Practice also performs well financially and presents as a strongly democratic, happy and balanced team with good communication between the clinical team, partners and administration teams. The Practice has a Crick Family WhatsApp Group for whole team engagement and is an equal opportunities employer.

There is a strong team ethos within the Practice and it is very important to the partners that this is maintained and developed. The Practice is a very comfortable place to work, with a warm atmosphere and good team of friendly staff. The Practice also believes in investment for development and training for its staff.

Due to retirement, there is now a need for a Practice Manager to facilitate the smooth running of this patient centred practice and to help develop, innovate and lead the Practice forward, building on the relationships that already exist between doctors, staff, patients and third-party associates. There will be a suitable handover period with the retiring manager.

The successful candidate will take up the post on a date to be agreed.

The Doctors

There are three partners and two salaried GPs with a 3rd Salaried GP joining in November 2025

Partners

Dr Roshini Tharmaratnam: MB ChB DRCOG (Female) – Registered 2012 Birmingham

Dr Tharmaratnam is the practice lead for the dispensary, veterans, finance, complaints, PCN and locality and has a special interest in adult sleep disorders

Dr Susannah Marchant: MBBC MRCGP (dist) DCH DRCOG (Female)- registered 2002 London

Dr Marchant is the practice lead for safeguarding and CQC and has a special interest in Dermatology

Dr Emma Pollard: MBBS, MRCGP, DFRH PGCertMedEd (Female) – Registered 2003 London

Dr Pollard is the practice lead for QOF, the resident doctor and medical student training. She is also a GP trainer, fits contraceptive coils and implants; and administers joint injections.

Salaried GPs

Dr Lucinda Eastley: MB ChB BMedSci (Female) – Registered 2008 Sheffield

Dr Matthew Bowden: MB ChB MRCGP BEng (Male) Registered 2015 Warwick

Dr Rebecca Hancock: MB ChB (Female) – Registered 2011 Birmingham (joining November 2025)

Services provided

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The practice offers the following services in addition to surgeries and home visits:-

- Antenatal
- Asthma
- COPD
- Diabetes
- Heart Disease
- Cervical Smears
- Baby Clinic
- Childhood Immunisations
- Women's Health
- Alcohol Advice
- ECGs
- Social prescribing
- Weight management
- Vaccinations
- Blood Pressure Checks
- Wound dressing/Suture Removal
- Phlebotomy
- NHS Health Checks
- Hypertension
- Mental health provision
- End of life care

Practice Team

The practice has a team of 27 health care professionals and administration support.

Practice Administration and Management

1 practice manager
1 assistant practice manager
1 Reception Team Lead
4 reception Team members
1 Administration Manager
4 Administration team members
1 HR Administrator
6 Dispensary Team members

Clinical staff

3 practice nurses
1 phlebotomist
1 pharmacist

Cleaning

Outsourced

Attached staff

Health Visitor
District nurses

PCN staff

Social prescriber link worker
Musculoskeletal Practitioner
Clinical Pharmacist
Podiatrist

Premises

Crick Medical Practice (owned by the Partners) comprises 4 consultation rooms, 1 treatment room, 1 nurse room, dispensary, patient waiting area, reception, open plan admin office, meeting room, practice managers office and staff facilities.

West Haddon comprises 1 consulting room, a treatment room, reception and waiting area.

Computing and Information Technology

The practice is paper-light and uses the EMIS WEB clinical and  Anima online consultation systems. Finance is managed with IRIS accountancy and payroll software. Management input and support is required to enable the practice to grow and progress further and develop improved systems and processes.

Innovations

This practice aspires to be an innovative and progressive organisation, looking to be at the forefront of primary care. The partners consider innovation and development a key part of their culture and drive to enhance, develop and deliver different models of patient care and services, and is receptive to working collaboratively.

Outline profile of the post

The Practice Manager is a key member of the team and expected to demonstrate senior management and leadership qualities. The successful candidate will have the ability to identify and implement the practice's objectives using a combination of personal involvement, motivation of other staff and delegation when appropriate.

The post is tasked with assessing organisational performance, developing achievable goals and implementing processes that improve organisational effectiveness and efficiency, ensuring statutory and other legal requirements are met.

Medical practice management has grown in importance and complexity over the last few years. The need to ensure that the practice is financially efficient, has well-trained, well-motivated staff, and complies with an increasing range of health and safety, employment law, CQC and other legislation, is as important as ensuring the continuing provision of good patient care.

Candidates are expected to bring strong interpersonal skills and be experienced and confident in the areas of HR, people management, financial control, strategic management and information technology.

The Partners require the successful candidate to be proactive and plan for the future, maximising the practice's potential in relation to business, finance, premises, HR and collaborative relationships, whilst maintaining patient care and ensuring a high level of operational efficiency, team spirit and staff moral.

The successful candidate will need to ensure the Partners are kept fully informed of local and national proposals and initiatives, presented clearly and concisely to enable them to make informed decisions. The strategic part of this role will need to look beyond today's challenges and assimilate the forthcoming changes in the NHS and any possible impact these may have on the practice and its operation.

In addition, the successful candidate must be able to help initiate, develop and articulate the visions of the Partners and then ensure that they are brought to fruition. Strong negotiating skills and flexibility to meet emerging needs will be paramount, along with the ability to identify with the values and philosophy of the practice and the role as outlined in this document.

An understanding of current NHS initiatives will be helpful; however, the NHS is changing substantially and rapidly and the introduction of new ideas and methods from outside the NHS presents an attractive proposition to the partnership

The opportunity for further personal development will be given in order to develop skills in line with practices needs.

References will be requested along with an enhanced DBS check.
The successful candidate will take up the post on a date to be agreed.

Key requirements for the role are:

- Commitment to supporting the delivery of excellent patient care with vision, willingness and drive
- Demonstrate excellent organisational and effective communication skills
- Ability to manage change through motivation and leadership
- Robust finance and business skills to maintain and improve the profitability of the business
- Strategic thinker and planner
- Good networking skills and the ability to work collaboratively
- Ability to deliver against key targets
- Knowledge and skills of HR/Employment Law and the ability to act sensitively and effectively
- Ensure compliance with CQC requirements and assessments
- Lead and chair practice and associated meetings as appropriate
- Develop and co-ordinate systems to improve the efficiency and effectiveness of the practice
- Capable of handling and diffusing complaints
- Ability to self-motivate, prioritise organise and/or delegate workload
- Good IT knowledge and experience
- Ensure practice policy and standards compliance
- Ability to present the practice to external groups
- Ability to identify, develop and deliver initiatives
- The ability to enjoy diversity and sometimes – the unexpected

Key responsibilities

Finance

Working with the Partners; responsible for the finances of the practice,

- Ensuring the organisational requirements of the practice contracts with NHSE are fully met and complied with
- Supporting the partners to develop and implement processes to achieve clinical targets of QOF and enhanced services
- Directly contributing to profit improvement by exploring areas for increasing income and reducing costs.
- Analysing data relating to clinical commissioning as appropriate and contributing to planning and organisation, both at the practice and clinical commissioning level
- Development and control practice budgets and financial systems
- Preparation of financial budgets and cash-flow forecasts

- Liaising with accountant, bank and business insurance companies as appropriate or as directed by the partners
- Overseeing the administration of the NHS Pension and Stakeholder Pension Schemes
- Liaising with the ICB and payment agencies regarding queries with payments relating to the contract, e.g. enhanced services.
- Managing the partners' drawings in consultation with the accountant

Strategic Planning

- Keep abreast of current affairs and identify potential opportunities and threats
- Assess and evaluate accommodation requirements and manage development and expansion opportunities if appropriate
- Implement and update the Practice Development Plan, overseeing the implementation of the aims and objectives
- Assist the practice in the wider community and assist with forging links with other local practices and relevant agencies and in particular working collaboratively with the local community, the PCN, Federation and education bodies
- Formulate objectives and research and develop ideas for future practice development
- To represent the practice at PCN, Federation, locality and ICB meetings
- To make recommendations to the partners for practice development with regard to enhancing patient services and potential sources of income

Human Resources

With appropriate delegation to the Administration Manager, take overall responsibility for all aspects of HR, including;

- Recruitment and selection of staff working, including contracts of employment and job descriptions
- Ensure Employment Law compliance for the disciplinary and dismissal process and after discussion with the partners take any legal advice necessary
- Be aware of current employment legislation
- To develop and maintain good employee/employer relationships
- To ensure that members of the existing staff team are aware of any changes that occur in the practice
- To maintain good communication at all times with the practice team
- To oversee rotas which allow good staff cover at all times as well as giving the flexibility required at short notice to cover for illness, etc.
- To implement pay rises/scales and increments at the appropriate time
- Responsibility for appropriate paperwork for doctors/staff DBS (Disclosure and Barring Service) checks
- To meet with attached staff as and when necessary and arrange/attend regular meetings with partners and attached staff to discuss all issues around patient care
- To ensure that suitable facilities are available to enable all staff to work within the practice

- Be responsible for the health and safety policy and its implementation
- Facilitate the development of a multi-disciplinary effective primary health care team
- Ensure regulated and revalidation compliance for all clinical team members in the practice

Information Technology

With appropriate delegation, take overall responsibility to;

- Ensure the update and compliance of appropriate information governance systems
- Ensure all Practice IT and telephone systems are functioning effectively
- Ensure the IG and DSP toolkit requirements are met
- Keep abreast of new technology and ensure existing IT is used to its full potential

Patient Services

Overall responsibility

- Ensure that the Practice complies with NHS contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Oversee and manage effective appointment systems
- Routinely monitor and assess practice performance against patient access and demand targets
- Manage the complaints management system
- Manage the significant events system
- Maintain the Patient Participation Group (PPG)

Premises and Equipment

Overall responsibility

- Responsible for the management of the building
- Represent the practice to negotiate contracts and their renewals
- Liaise with NHSE in notional reviews
- Ensure property owned by the partners is safe, effective and fit for purpose
- Responsible for planning and premises expansion projects

CQC

Working with the CQC registered manager to

- Oversee and maintain compliance with CQC (Care Quality Commissioner) regulations
- Responsibility for ensuring adequate preparation for CQC inspections and evidence reviews.

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Risk Management

As SIRO (Senior Information Risk Officer), overall responsibility for all aspects of Information Risk for the practice

- Monitoring relevant legal, statutory, and contractual requirements and their implications for the practice, including the consequences of non-compliance.
- Monitoring of work areas and practices to ensure they are safe and free from hazard and that they conform to health and safety legislation.
- Ensure that the practice's IT resources are maintained to protect the integrity of patient's records and compliance with the Data Protection Act.
- Ensure that effective safeguards are in place to prevent any type of fraud.
- Compliance with professional and legal requirements and guidelines.
- Delivery of appropriate education and training in health and safety.
- Ensure the practice complies fully with all GDPR regulations.

Training & Education

Working with the Partners and GP Trainer to achieve the following;

- To participate and/or assist in the training of all administrative staff
- To maintain a training on-line tool for staff and update staff requirements.
- To undertake the booking of training events for clinical staff as required.
- To organise in-house training when required.
- To maximise training grants available.
- To write bids for training opportunity funding as required.
- To provide a robust induction for students and training GPs in the practice, explaining the areas of confidentiality, health and safety and procedures and policies to the students and trainees
- To invoice claims for student work.
- To participate in any training programmes implemented by the practices as part of this employment.
- To personally undertake in mandatory training.
- To mentor staff in their specific roles.

Communication

- Ensure compliance with the latest NHS recommendations
- Understand the practice communication system

- Build/maintain good working relationships with the NHSE, ICB, hospitals, community agencies, LMC (Local medical Committee) other GP practices, the PCN, federation, pharmacists, education bodies, voluntary and private organisations
- Represent the practice at meetings and seminars
- Assist and support the partners corporately and at individual level to fulfil the requirements of revalidation
- Present a professional image and always promote the practice
- Share skills and expertise with others
- Ensure continuity of practice staff and clinical meetings
- Responsible for the practice response to online feedback such as from NHS Choices and Google reviews
- Coordinate the digital presence and communications via the practice website, social media, and SMS technology

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 will have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They will 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.

Miscellaneous

- Other duties which may be decided upon by the partners from time to time.

Person Specification – Practice Manager

	Necessary	Desirable
Academic/ Vocational Qualifications	- Evidence of a sound education to degree level or equivalent - Evidence of a commitment to continuing professional development	- Relevant Business, Finance or Leadership/Management qualification - Member of a relevant professional body
Experience	5 years' experience of successfully leading and managing teams - HR, Employment Law, and safe recruitment - Working in an IT led environment - Financial management experience of small company accounts 5 years' experience as a business/senior manager, with knowledge of contract management and small business accounts - Change management and a driver of change - Risk assessment and risk management experience - Management experience in the NHS or in Primary care	- Experience of strategic business planning - Experience of working with regulatory bodies and preparing for inspections
Skills	- A "solutions focused" approach to problem solving - Intelligent with a fast-learning ability - Effective communication (oral and written) and excellent inter-personal skills - Approachable with the ability to listen, nurture and empathise - Delegation and empowerment of staff - Appropriate IT skills and computer literacy - Leadership skills, including excellent people management skills - Strategic management skills to run a well-organised business - Negotiating and managing conflict - Able to manage change and cope with pressure - Networking and facilitation - Motivational with a growth mindset	- Project management - Change management
Qualities	- Personable and approachable - Self-motivated and confident – able to work with minimal direction - Adaptable and innovative - Enthusiasm, with energy and drive - Gains respect by example, with fairness, integrity & leadership - Trustworthy, honest, reliable, caring, and sympathetic - Proactive strategic thinking with a clear vision - Confidential and conscientious - Hard-working, reliable, and resourceful - Willing to work flexible hours as necessary - Considered, steady approach - Diplomacy	Good sense of humour
Other	- Sufficient English language fluency as required under the Immigration Act 2016 - Nonsmoking premises	- The ability & willingness to travel to meetings & courses - Ability to attend evening/weekend ad-hoc meetings

The Principal Contract Terms

- An annual salary of £40,000- £50,000 depending upon experience and pro-rata to hours worked
- Working hours 30 - 37.5hrs per week , negotiable for the right person
- Annual Leave entitlement will be 25 days per annum plus all statutory bank holidays
- Access to the NHS Pension Scheme.
- There will be a mutual assessment period of six months with quarterly reviews. During this probationary period notice will be two weeks.
- Period of notice will be twelve weeks upon successful completion of the assessment period.
- Start date to be agreed.