



## JOB DESCRIPTION

<b>POST TITLE:</b>	<b>Practice Manager</b>
<b>BASE:</b>	<b>Abbeywell Surgery – both Nightingale &amp; Abbey Mead sites</b>
<b>WORKING HOURS:</b>	<b>37 hours per week (full time)</b>
<b>SALARY:</b>	<b>£60,000+ (Negotiable depending on experience)</b>

### ROLE OVERVIEW

An opportunity has arisen for the position of full time Practice Manager at Abbeywell Surgery. The successful candidate will be well supported by a strong management team.

We are looking for an enthusiastic and confident manager, with previous experience managing a GP practice, who will work closely with the partners and staff to deliver excellent care for patients.

As a large practice with two sites, we are looking for a candidate who demonstrates leadership and can draw upon previous experience managing a GP practice team, therefore previous Practice Management experience is essential.

### ABOUT ABBEYWELL SURGERY

Abbeywell Surgery is a friendly and forward-thinking GP Practice located in the heart of Romsey. Our Practice provides a high standard of care to 19,000 patients over two practice sites.

We are a dispensing practice with seven GP Partners and a dedicated clinical and non-clinical team, all committed to delivering high quality healthcare with care and compassion.

We are a training and research practice, and we work closely with our neighbouring GP Practices as part of the Romsey & North Baddesley Primary Care Network to deliver a multidisciplinary service to our patients.

### MAIN DUTIES

Main duties are to oversee and manage the day-to-day running of the practice, to include partnership, staffing and finances.

Many of the tasks listed below may be delegated to appropriate staff members but the final responsibility remains with the Practice Manager.

#### Targets and NHS Initiatives

- Oversee the operational management of QOF to meet agreed targets
- Manage other quality or financial incentives
- Work collaboratively with local practices within the Primary Care Network

## **Financial Management**

- Oversee the Finance Team, who under-take the routine/regular input, to interpret allocated budgets
- Monitor cash flow
- Prepare quarterly forecasts, alongside the Business Operations Manager and report to the Partners
- Monitor and reconcile income and expenditure statements and purchase/sales ledger transactions
- Manage quarterly VAT return and ensure submitted to HMRC
- Manage and monitor PAYE for practice staff and ensure appropriate records are maintained
- Manage contributions to the Pension Scheme and maintain appropriate records
- Oversee systems for handling and recording of payments

## **Dispensary**

- Effectively manage the dispensary team
- Ensure the practice meets the current requirements regarding audit and current legislation, including controlled drug legislation
- Audit system and process and instigate changes when appropriate
- Oversee current pricing and purchasing arrangements to ensure maximisation of dispensary income

## **IT**

- To oversee and support the IT & GDPR Lead Administrators

## **Human Resources**

- Oversee the recruitment and retention of staff and provide a general personnel management service
- Ensure that all members of staff are legally and gainfully employed. Monitor skill mix and deployment of staff
- Evaluate, organise and oversee staff induction and training and ensure all staff are adequately trained to fulfil their role. Support and mentor staff, both as individuals and as team members
- Implement effective staff appraisal and monitoring systems and 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)
- Be responsible for liaising and working with Practice Team Leads

## **Patient Services**

- Adopt a strategic approach to the development and management of patient services
- Ensure service development and delivery is in accordance with local and national guidelines, complying with NHS contractual obligations in relation to patient care
- Review prescription and appointment systems
- Oversee Practice timetables, duty rotas and holiday cover
- Liaise with Patient Participation Group.
- Maintain an effective complaints management system, working alongside our Patient Liaison Officer

- Responsible for ordering flu stock and organising seasonal flu clinics

### **Training and personal development**

Training requirements will be monitored by yearly appraisal and will be in accordance with practice requirements. Personal development will be encouraged and supported by the practice. It is the individuals' responsibility to remain up to date with recent developments.

- Participate in the education and training of students of all disciplines and the introduction of all members of the practice staff where appropriate
- Maintain continued education by attendance at courses and study days as deemed useful or necessary for professional development ensuring PREP requirements are met.
- If it is necessary to expand the role to include additional responsibilities, full training will be given.
- Develop and maintain a Personal Learning Plan

### **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 recognizes 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.

### **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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize 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

## **DATA PROTECTION ACT**

We are all expected to be aware of the Data Protection Act 2018 and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

## **HEALTH & SAFETY**

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others. You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

## **INFECTION CONTROL**

We all have a responsibility to make sure that Infection Control remains a priority in terms of attention and resources. If you work in a role that provides direct patient care, then you'll be expected to follow our policies and procedures which are designed to reduce the risk of passing on the organisms that can cause infections.

We all, collectively and individually, have a duty of care to follow best practice and adhere to any guidelines which underpin the management of Infection Control.

## **CONFIDENTIALITY**

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

## **DATA QUALITY**

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

## **CLINICAL GOVERNANCE**

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

## PERSON SPECIFICATION

**POST TITLE: Practice Manager**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to degree level, or equivalent previous experience</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant management or finance qualification</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience working in Primary Care as a Practice Manager</li> <li>• Experience and success of communicating with and managing people</li> <li>• Experience of working in teams; able to promote teamwork and employee satisfaction</li> <li>• Experience of working in the NHS</li> <li>• Excellent negotiating and conflict management skills</li> <li>• Planning skills and ability to prioritise</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with EMIS clinical system</li> <li>• Experience in preparing for CQC inspections</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Effective communication (oral and written) and excellent inter-personal skills</li> <li>• Approachable with the ability to listen and empathise</li> <li>• Delegation and empowerment of staff</li> <li>• Good time management</li> <li>• Project management</li> <li>• Finance, HR and/or premises management</li> </ul>	
<b>QUALITIES</b>	<ul style="list-style-type: none"> <li>• Personable and approachable</li> <li>• Self-motivated and confident – able to work with minimal direction</li> <li>• Enthusiastic, with energy and drive</li> <li>• Confidential and conscientious</li> <li>• Hard working, reliable and resourceful</li> <li>• Willing to work flexible hours as necessary</li> </ul>	