



First Practice Management

working together with

**Hillfoot Surgery**

Pudsey, West Yorkshire, LS28 7QR

[www.hillfootsurgery.co.uk](http://www.hillfootsurgery.co.uk)

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## Overview

This post provides an opportunity for a **suitably qualified GP 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](mailto: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  
9am on Thursday 16<sup>th</sup> July 2026**

## Interview Details and Selection Process

Interviews will take place via Zoom on Friday 31<sup>st</sup> July 2026. Due to protected time, there is no alternative to this date for the first interviews.

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 80 years, Hillfoot Surgery has provided patient services from its premises at 126 Owlcotes Road, Pudsey, LS28 7QR since 1988.

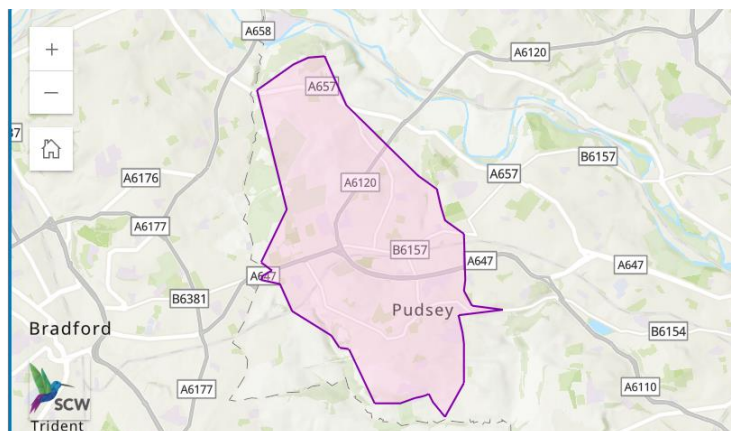


The practice premises sit to the west side of the market town of Pudsey's town centre and midway between Bradford City Centre and Leeds City Centre.

The home of Pudsey Bear, where there are two recreational parks; the largest of which being Pudsey Park and Queens Park is where the Pudsey carnival is held each year.

The market is still a focus and operates 3 days each week from recently refurbished premises. There is also a monthly farmers market selling meat, fish, dairy produce, organic fruit/vegetables, delicatessen and craft-ware.

The Practice catchment area serves those living in and the area surrounding Pudsey which includes, the map of which can be seen below and also on the practice website at [New Patient Registration - Hillfoot Surgery](#)

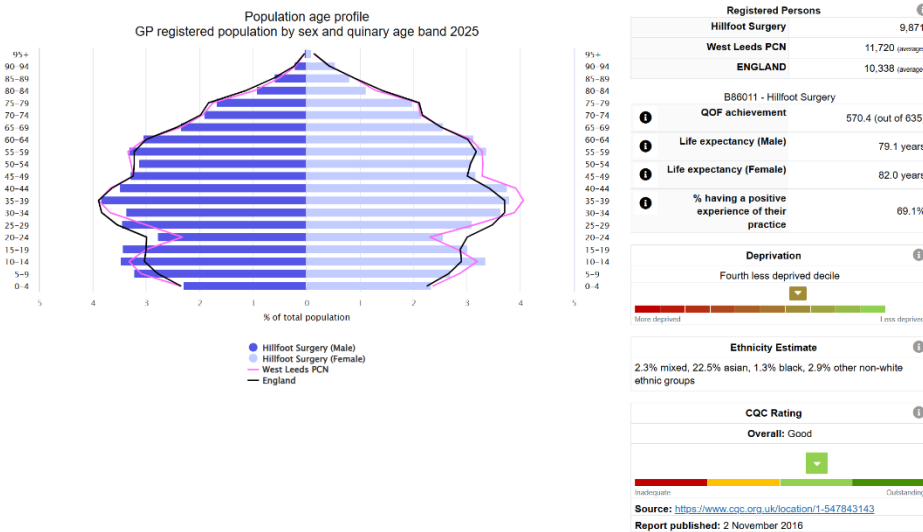


The Surgery premises are accessible by road from the A6154, leading to the A647, A6177 and A650. All major routes take you to the motorway network of the M606, M621, M62 and the M1, giving easy access to all local towns as well as ease of access to all major cities, including, Leeds, Bradford, Harrogate and Wakefield

There is also easy access to the public transport network and Leeds Bradford Airport is less than 10 miles from the practice premises.

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.9,100 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.



## Hillfoot Surgery– philosophy

### 'Keeping the care in Primary Care'

This highly respected 4 partner, PMS (Personal Medical Services) teaching and training practice has a stable list size of c. 9,900, patients offering patient services within its catchment boundary as shown on the previous page; with an aim to provide an approachable and accessible service that is supportive, and meets the individual needs of the patients.

The Practice also works collaboratively across Pudsey, Farsley, Stanningley, Calverley and Bramley as one of six practices which forms the West Leeds PCN (Primary Care Network), offering a much wider range of primary care services to to a combined list of c.69,000. The PCN provides access to a wider set of clinical disciplines enabling each of its 6 member practices to proactively and holistically provide care for patients and encourage them to manage their own health and well-being.

Hillfoot Surgery is a recognised training practice for GP trainees and is a University of Leeds Accredited training practice teaching 4<sup>th</sup> year medical students.

The practice was one of the pilot practices for the Leeds Care Record which is now fully established and means that people caring for patients will have up to date information.

This is a very cohesive Partnership who work well together with similar views and clear leadership responsibilities and is proud to be a 'Safe Surgery' for everyone in its community, ensuring that All are welcome, offering a welcoming space for everyone who seeks the practice services.



Armed Forces veteran  
friendly accredited  
GP practice

The practice is also an Armed Forces veteran friendly accredited practice.

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 West Yorkshire Integrated Care Board (ICB), the Practice is registered with the Care Quality Commission (CQC); the latest inspection being November 2016 and the report rated 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. Patients moving out of the boundary area often request to remain on the Practice list.

The population socioeconomic demography is in the fourth least deprived decile and predominantly 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

There is a strong team ethos within the Practice which is described as supportive, caring and kind, 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 loyal and friendly staff. The Practice also believes in investment for development and training for its staff.

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.

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

## **The Doctors**

There are four partners and three associate GPs

## **Partners**

**Dr Inoka Sixsmith (f):** MB ChB – registered Leeds 1995

Dr Sixsmith joined the practice in 2002, becoming a Partner in 2003. She is the practice lead for Prescribing, GPOP, PCN and Women's Health. Dr Sixsmith is the GP trainer.

**Dr Nick Fielden (m):** – MB BS registered

Dr Fielden joined the practice as a Partner in 2007. He is the practice lead for Information Governance, Palliative Care and Respiratory Care. He is the practice's Caldicott Guardian.

**Dr Geraldine Acton (f):** – MB BCh registered

Dr Acton joined the practice as a Partner in 2015. She is the practice lead for Diabetes, Learning Disabilities, and Care Homes. She is the practice's Registered CQC Manager.

**Dr Arshad Hamid (m):** – MB BS registered

Dr Hamid joined the practice initially as a locum and fully in 2022, becoming a Partner in 2025. He is the practice lead for Clinical Governance, Safeguarding, Frailty, Mental Health, MCA & DoLS.

## **Associate GPs**

Dr Naomi Wood (f)

Dr Katie Setchell (f)

Dr Swaraj Dewedi (m)

## **Services provided**

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

- Antenatal
- Asthma
- COPD
- Diabetes
- Heart Disease
- Cervical Smears
- Childhood Immunisations
- Women's Health
- ECGs
- Weight management
- Vaccinations
- Blood Pressure Checks
- Wound dressing/Suture Removal
- Phlebotomy
- NHS Health Checks
- Hypertension

## **Practice Team**

The practice has a team of 21 healthcare professionals and administration support.

### Practice Administration and Management

- 1 Practice Manager (vacancy)
- 1 Assistant Practice Manager
- 1 Reception Supervisor
- 10 Reception Team Members
- 3 Administration Team Members
- 1 Medical Secretary

### Clinical staff

- 2 Practice Nurses
- 1 Advanced Clinical Practitioner (ACP)
- 1 Healthcare Assistant (HCA)

## **Attached staff**

We have many staff who are not directly employed by the surgery but work closely with us to look after the health care needs of our patients. Most of these staff are employed by the local Primary Care Trust.

- Community Matron – helping patients with particularly complex long term chronic health conditions.
- Health Visitors – supporting children under 5 and their families.
- District Nursing Team – providing a nursing service to housebound patients.
- Physiotherapist – expertise in musculoskeletal problems.
- Community Midwife – looking after the healthcare needs of pregnant women and newborns.
- Palliative Care Nurse – caring for patients living with cancer or nearing the end of life.
- Primary Care Mental Health Worker – supporting our patients with mental health needs.

## **Premises**

**Hillfoot Surgery** (owned by the Partners) comprises 8 consultation rooms, 1 treatment room, 3 nurse rooms, patient waiting area, reception, open plan admin office, meeting room, practice manager's office and upstairs admin room.

## **Computing and Information Technology**

The practice uses the SystemOne clinical system and Anima eConsultation system. XERO software is utilised for accountancy and IRIS software for payroll.

The practice considers itself developed and aspires to be forward thinking in IT. The partners continue to look for management input and support to enable the practice to grow and progress further and develop improved systems and processes.

## 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 morale.

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 is essential for this post.

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

### **Key requirements for the role are:**

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- 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 and education bodies
- Formulate objectives and research and develop ideas for future practice development
- To represent the practice at PCN, 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

- 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

- 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**

- 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**

- 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.

## **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, 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	<ul style="list-style-type: none"> <li>Evidence of a sound education to degree level or equivalent</li> <li>Evidence of a commitment to continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Business, Finance or Leadership/Management qualification</li> <li>Member of a relevant professional body</li> </ul>
Experience	<ul style="list-style-type: none"> <li>5 years' experience of successfully leading and managing teams</li> <li>HR, Employment Law, and safe recruitment</li> <li>Working in an IT led environment</li> <li>Financial management experience of small company accounts</li> <li>5 years' experience as a business/senior manager, with knowledge of contract management and small business accounts</li> <li>Change management and a driver of change</li> <li>Risk assessment and risk management experience</li> <li>Management experience in the NHS or in Primary care</li> </ul>	<ul style="list-style-type: none"> <li>Experience of strategic business planning</li> <li>Experience of working with regulatory bodies and preparing for inspections</li> </ul>
Skills	<ul style="list-style-type: none"> <li>A "solutions focused" approach to problem solving</li> <li>Intelligent with a fast-learning ability</li> <li>Effective communication (oral and written) and excellent interpersonal skills</li> <li>Approachable with the ability to listen, nurture and empathise</li> <li>Delegation and empowerment of staff</li> <li>Appropriate IT skills and computer literacy</li> <li>Leadership skills, including excellent people management skills</li> <li>Strategic management skills to run a well-organised business</li> <li>Negotiating and managing conflict</li> <li>Able to manage change and cope with pressure</li> <li>Networking and facilitation</li> <li>Motivational with a growth mindset</li> </ul>	<ul style="list-style-type: none"> <li>Project management</li> <li>Change management</li> </ul>
Qualities	<ul style="list-style-type: none"> <li>Personable and approachable</li> <li>Self-motivated and confident – able to work with minimal direction</li> <li>Adaptable and innovative</li> <li>Enthusiasm, with energy and drive</li> <li>Gains respect by example, with fairness, integrity &amp; leadership</li> <li>Trustworthy, honest, reliable, caring, and sympathetic</li> <li>Proactive strategic thinking with a clear vision</li> <li>Confidential and conscientious</li> <li>Hard-working, reliable, and resourceful</li> <li>Willing to work flexible hours as necessary</li> <li>Considered, steady approach</li> <li>Diplomacy</li> </ul>	<ul style="list-style-type: none"> <li>Good sense of humour</li> </ul>
Other	<ul style="list-style-type: none"> <li>Sufficient English language fluency as required under the Immigration Act 2016</li> <li>Nonsmoking premises</li> </ul>	<ul style="list-style-type: none"> <li>The ability &amp; willingness to travel to meetings &amp; courses</li> <li>Ability to attend evening/weekend ad-hoc meetings</li> </ul>

## The Principal Contract Terms

- An annual salary of £45,000- £55,000 depending upon experience
- Working hours 37.5hrs per week
- Annual Leave entitlement will be 30 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.