

THE CEDAR BROOK PRACTICE

PRACTICE MANAGER JOB DESCRIPTION

Overall Job Purpose

To manage and coordinate all aspects of the practice's day to day business, motivating and managing staff, optimising efficiency and financial performance, and ensuring that the practice achieves its long term strategies.

Accountability

To all GP Partners

Team Structure

The Management team is as follows:

Practice Manager
Assistant Practice Manager x 2

Location

The post is based at The Cedar brook practice, 11 Kingshill Close, Hayes , Middx, UB4 8DD, as well as any future premises operated by the practice.

Core Tasks and Functions

Strategy and Contract Management

- Ensure an overview and accountability for all areas of the practice
- Be responsible for practice development and planning
- Ensure compliance with NHS policies and legal requirements
- Contract management: compliance and negotiation with NHS authorities
- Develop collaborative working with other practice's and share resources where possible
- External liaison with CCG, Federations, LMC etc. and attend meetings to represent the practice
- Manage collaborative working with other practice's
- Bid, procure and implement new services
- Maintain CQC compliance

Partnership Support

JD for PM reviewed Jan 24

- Review partnership agreement
- Support and provide management advice to GP partnership
- Plan and organise partner's meetings

HR Management

- Directly manage the Assistant Practice Manager
- Provide leadership for all practice staff
- Oversee recruitment, induction and development of new staff with the assistance of the Assistant Practice Manager
- Oversee the performance management of all staff with the assistance of the Assistant Practice Manager
- Review absence management of practice staff with the assistance of the Assistant Practice Manager
- Manage grievance or disciplinary matters
- Oversee workload management
- Review use of HR resources and plan for future needs of the practice with the assistance of the Assistant Practice Manager
- Oversee appraisals and regular performance review meetings throughout the practice with the assistance of the Assistant Practice Manager
- Develop new skills in the team and enhance skills mix
- Maximise efficiency of practice staff, both clinical and non-clinical with the assistance of the Assistant Practice Manager
- Review contracts of employment, terms and conditions with the assistance of the Assistant Practice Manager
- Implement changes to contracts as appropriate
- Assist a Partner in the appraisals of the Assistant Practice Manager x 2
- Ensure optimum financial planning, forecasting and budgeting
- Oversee/ Liaise with practice accountants with the assistance of one of the Assistant practice Managers
- Oversee the practice bank accounts with the assistance of the Assistant Practice Managers
- Management of staff salaries
- Oversee payments of partner's drawings
- Manage income claims
- Oversee payment of expenses
- Maximise profitability through controls of expenditure and maximisation of income with the assistance of the Assistant PMs
- Develop new income generating services

Premises Management

- Maximum use of practice premises
- Plan and manage future premises developments
- Oversee insurance policies with the assistance of the Assistant PMs

- Oversee purchasing from suppliers and stock control with the assistance of Assistant PMs
- Oversee health and safety compliance with the assistance of the Assistant PMs

Patient Services

- Oversee access for patients
- Manage extended access for patients
- Develop good relationship with patient participation group with the assistance from the assistant PMs
- Develop relations with patient groups in the locality
- Manage patient's expectations
- Seek feedback from patient's and respond accordingly
- Oversee formal complaints and ensure learning reviews
- Manage significant events and ensure learning reviews

Practice Systems

- Oversee management of IT systems and information governance
- Oversee management of practice operations systems

Personal Development

Manage own time effectively, plan and meet personal and practice targets. Ensures own personal development through feedback from partners and colleagues. Ensure that personal continuing training needs are identified and met.

Other Appropriate Duties

Any other duties that may arise appropriate to the practice management of a general practice.