

Job Description and Duties – Practice Manager – Stokewood Surgery

Main duties and responsibilities

The Practice Manager has a key leadership role and is responsible for the effective, efficient and safe day-to-day operation of the practice. Working alongside the GP Partners, the Practice Manager oversees all aspects of practice management including staff leadership, finance, compliance, patient services and strategic planning. Based within Stokewood Surgery, the role requires strong organisational, communication and problem-solving skills to support high-quality care for a diverse and often complex patient population. The postholder will lead a dedicated team, ensure the practice meets NHS standards and contractual requirements and help shape the future direction of primary care in the local community.

Working with an Operations Manager to oversee the daily running of the practice, ensuring efficiency and compliance with NHS regulations and CQC standards.

Financial Management- Manage practice finances, including budgets, payroll, and NHS claims, ensuring financial sustainability.

HR & Staffing: Recruit, train, and manage practice staff, ensuring a supportive and efficient working environment, including ARR staff.

Patient Services- Maintain high standards of patient care and satisfaction, handling complaints and feedback professionally.

Regulatory Compliance- Ensure compliance with NHS policies, CQC requirements, GDPR, and health and safety regulations working with our Facilities Manager.

IT & Systems Management - Ensure efficiency and security of patient records and appointment systems with our Admin manager and IT support staff.

Strategic Development- Identify opportunities for service improvement, innovation, and business development in line with NHS and local healthcare objectives.

Represent the practice as non-voting PCN Board Director and at any other stakeholder meetings as required.