



First Practice Management

working together with



Northampton NN6 7TT

www.westonfavellsurgery.nhs.uk

Contents

Overview.....	2
Interview Details and Selection Process	3
An Outline Profile of the Practice.....	4
An Outline Profile of the Post.....	11
Person Specification	17
The Principal Contract Terms.....	18

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
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

PLEASE NOTE – Previous GP practice management experience is essential for this post

**Your application for this post must arrive by
Midnight on 27th January 2026**

Interview Details and Selection Process

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

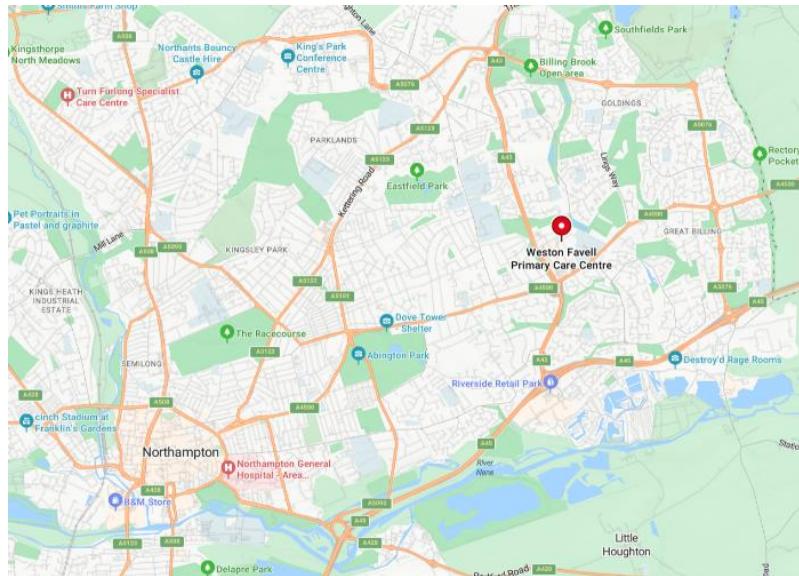
Location

An established practice since 1974, Favell Plus Surgery provides patient services from premises at Weston Favell Primary Care Centre, Billing Brook Road, Northampton, NN3 8DW.

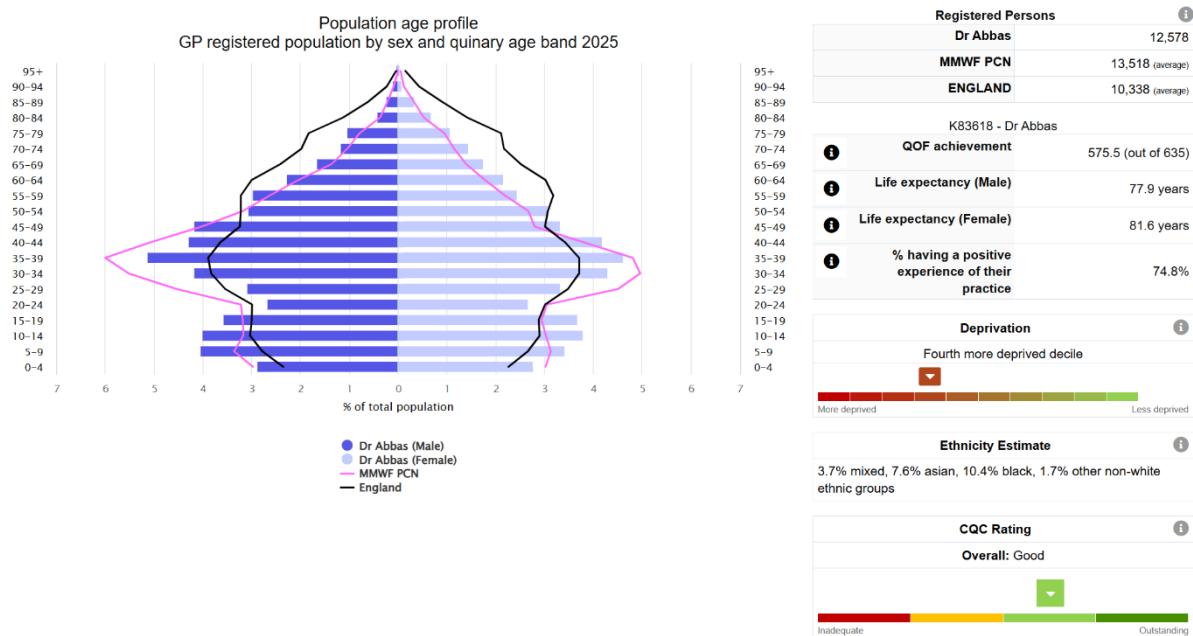


The practice premises sit to the north eastern side of Northampton City Centre and are shared with other healthcare services, including a smaller GP practice, physiotherapist, podiatrist, midwifery and dental services.

The practice boundary includes patients living within the areas of Abington, Abington Vale, Arbours, Boothville, Bellinge, Blackthorn, Cliftonville, Cogenhoe, Ecton Brook, Goldings, Great Billing, Headlands, Kingsley, Lakeview, Langland's, Lings; Little Billing, Lumbertubs, Moulton, Overstone, Rectory Farm, Southfields, Spinney Hill, Standens Barn and Thorplands.



The population demographics and age profile of the 12,500 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 A43, leading to the A4500 and A5076 and to the M1, M45 and M6 motorway network, 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.

Favell Plus Surgery– philosophy

This patient centric, 3 partner GMS (General Medical Services) practice has a steady list size of c.12,500 and works collaboratively with 3 other GP practices to offer patient services which form the MMWF PCN (Primary Care Network), which has a combined list of c.53,000 patients. The collective practices within the PCN have tailored their services to meet the diverse needs of the community and to improve the local health delivery.

The Partners support learning, innovation and improvement across the practice and have established systems to support staff working across the PCN, with regular meetings to support learning, development and effective working.

Favell Plus Surgery has an active and highly valued (PPG) Patient Participation Group which is made up of patients who are registered at the surgery and volunteer their time and meet regularly to discuss practice issues and up and coming health promotions.

The PPG conduct an annual Patient Satisfaction Survey which is then analysed and submitted to the Practice in order to help change and improve services which suit the needs of the patients. The Group is a vital link between the Practice and our patients.

This is a very cohesive Partnership who work well together with clear leadership responsibilities. There is a proactive and positive culture of safety, based on openness and honesty and the Partners value diversity in their workforce.

Falling within the boundary of Northamptonshire Integrated Care Board (ICB), the Practice is registered with the Care Quality Commission (CQC); the latest inspection being November 2025 and the report issued in December 2025 graded the Practice overall as 'Good'

Committed to high quality care, the Practice has consistently high Quality and Outcomes Framework (QOF) achievement, and continues to aspire to meet the challenges and targets of the NHS and National Standards requirements.

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.

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 this patient centric practice which is described as supportive, cohesive, passionate and peaceful. The Partners feel blessed to work for their patients and it is very important that this ethos is maintained and developed. The Practice is a very comfortable and enjoyable place to work,

with a warm atmosphere and good team of friendly staff. The Practice is an equal opportunities employer and 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 centric 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 three Partners

Dr Syed Abbas (m): MB BS (University of Punjab 1987) MRCP MRCPCH DCH Dip Ven
Dr Abbas joined the practice in 2005 and has special interest in Paediatrics.

Dr Girgis Takla (m): MB BCH (University of Shams (Egypt) 1982)
Dr Takla became a member of Royal College of Obstetricians and Gynaecologists in 1996 and has special interest in Gynaecology and Family Planning.

Dr Uzair Mailk(m): MB BS (University of London 2009) MRCGP 2014
Dr Malik has special interest in Diabetes.

Services provided

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

- Antenatal clinics
- Child health clinics
- Baby clinics
- Immunisation clinics
- Cervical Smears
- Chronic Disease Clinics
- Family Planning
- Minor Surgery
- Counselling
- Counselling is available by appointment and requires a GP-referral
- Flu or Pneumococcal Vaccinations
- NHS Health checks
- Wellbeing Clinics
- Travel vaccinations
- Chlamydia testing
- Smoking cessation
- Asthma
- COPD
- Diabetes
- ECGs
- Social prescribing
- Weight management
- Blood Pressure Checks

- Wound dressing/Suture Removal
- Phlebotomy

Practice Team

The practice has a team of 20 health care professionals and administration support.

Practice Administration and Management

1 Practice Manager (vacancy)

1 Assistant Practice Manager

1 Business Manager

8 Reception team members

2 Medical Secretaries

Clinical staff

2 Nurse Practitioners/Prescribers

2 Practice Nurses

Attached staff

Health Visitor

District nurses

PCN staff

Social Prescriber link worker

Musculoskeletal Practitioner

Clinical Pharmacist

Pharmacy Technicians

Podiatrist

Physician Associate

Mental Health Practitioner

Paramedic

Care Co-ordinators

Trainee Nurse Associate

Premises

Flavell Plus Surgery occupies a leased NHS building which comprises of 10 consultation rooms, patient waiting area, reception, open plan admin office, practice managers office and staff facilities.

Computing and Information Technology

The Practice is paper-light and uses the SystmOne and AccuRx clinical systems. Finance is managed with IRIS accountancy and payroll software with support from the accountant. Management input and support is required 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 GP Practice Management, HR, employment law, 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 effective 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 paramount to take the practice forward.

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 and business manager; 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, Working with the Partners and Business Manager

- 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 and MMWF PCN
- 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

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 all staff are up to date with NHS mandatory online training modules
- Ensure regulated and revalidation compliance for all clinical team members in the practice

Information Technology

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 to;

- 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

- Represent the practice to negotiate contracts and their renewals
- Liaise with NHSE in notional reviews
- Ensure property which is owned by the partners is safe, effective and fit for purpose

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.

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, 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"> • Evidence of a sound education to degree level or equivalent • Evidence of a commitment to continuing professional development 	<ul style="list-style-type: none"> • Relevant Business, Finance or Leadership/Management qualification • Member of a relevant professional body
Experience	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Experience of strategic business planning • Experience of working with regulatory bodies and preparing for inspections
Skills	<ul style="list-style-type: none"> • A "solutions focused" approach to problem solving • Intelligent with a fast-learning ability • Effective communication (oral and written) and excellent interpersonal 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 	<ul style="list-style-type: none"> • Project management • Change management
Qualities	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Good sense of humour
Other	<ul style="list-style-type: none"> • Sufficient English language fluency as required under the Immigration Act 2016 • Nonsmoking premises 	<ul style="list-style-type: none"> • 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
- Working hours 37.5hrs per week
- 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 twelve 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.