



FIRST PRACTICE MANAGEMENT

Working together with



Pontypridd, CF37 2AA

<https://www.eglwysbachsurgery.com/>

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Overview

This post provides an opportunity for a suitably qualified 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 considered for shortlisting, you must provide details of your experience, knowledge, and skills in the following areas:

- Finance management including payroll and planning
- Business planning and strategy
- Change Management and Quality Improvement
- Leadership, HR and wellbeing
- Knowledge and application of IT systems
- Patient/customer service and governance
- Health & Safety, premises and risk management
- NHS experience (if relevant)
- Any other experience relevant to this role

**Your application for this post must arrive by
Midnight on 30TH April 2025**

Interview Details and Selection Process

Interviews will take place remotely via the Zoom platform.

If required, second interviews will be a face-to-face meeting at the practice in the following days.

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

Eglwysbach Medical Practice history pre-dates the NHS so is a long-established and highly respected medical practice, offering patient services from 3 surgery premises. The main surgery is based in a former Welsh Wesleyan Methodist chapel 'Capel Coffadwriaethol Eglwysbach' at Berw Rd, Pontypridd CF37 2AA, which was rescued from dereliction to become the Medical Centre. The project won a Prince of Wales award in 1992 and the Eglwysbach surgery premises is now a stunning Grade II listed building, which is owned by the partners.

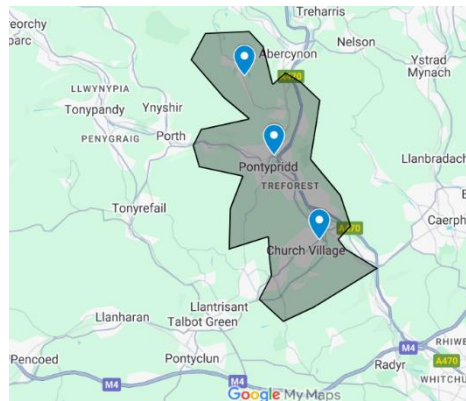
The main practice premises are over 3 floors in a Grade II listed building, which has limited disabled access due to the restrictions protecting its historical and architectural significance.



In 2018, the practice merged with the Ynysybwl Surgery at Robert St, Ynysybwl, Pontypridd CF37 3DU, making it the second branch surgery of the practice, the other being Tonteg Surgery which is located at Tegfryn, Main Road, Tonteg CF38 1PN.

Working across three sites and situated in Pontypridd Town Centre, Tonteg Main Road to the south and in Ynysybwl to the north; Eglwysbach Medical Practice serves the populations of: Pontypridd, Rhydyfelin, Glyncoch, Treforest, Cilfynydd, Trehafod, Tonteg, Church Village, Llantwit Fardre and Ynysybwl.

The practice patient boundary map can be seen on the map below and also at following website address <https://www.eglwysbachsurgery.com/new-patient-information.html>



The town of Pontypridd sits at the junction of the Rhondda and Taff/Cynon valleys, where the River Rhondda flows into the Taff immediately south of the town at Ynysangharad War Memorial Park. The park features a bandstand, pitch-and-putt golf course, a lido swimming pool (dubbed the National Lido of Wales), tennis courts, lawn bowls greens, a football pitch, a cricket pitch, and memorials to the war dead of Pontypridd and to the composers of the Welsh national anthem. It has also hosted festivals and music concerts, including the annual Ponty's Big Weekend festival.

Pontypridd is also home to Pontypridd Rugby Football Club, one of Wales' most notable rugby union clubs, with a successful junior rugby and Age-grade sections that frequently contributes players to the national team.

There is easy access to public transport and the main road network as the town lies alongside the dual carriageway north-south A470, between Cardiff and Merthyr Tydfil. The A4054, running north and south of the town, was the former main road, and, like the A470, follows the Taff Valley. South of the town is the A473, for Llantrisant and Pencoed. To the west is the A4058, which follows the River Rhondda to Porth and the Rhondda Valley beyond. The A470 leads to the nearby M4 Motorway.

There is also an excellent range of housing, schools/education, shops, sporting facilities and other public amenities nearby, including the University of South Wales based in Pontypridd.

Eglwysbach Medical Practice – philosophy

This is a 7 partner and 7 associate GP practice, serving a practice population of approximately 16,500 patients. The practice is well respected in the area with an enviable 4.9* in Google reviews and 5* on Facebook; amongst its other activities, is involved in teaching and the training of future general practitioners.

The practice is one of seven practices forming the Taff Ely Primary Care Cluster which encourages practices to work more closely together in order to share resources, increase uptake of specialised services, and to generally improve quality of patient care.

Demonstrating the pro-active ethos of the practice, Dr Sian Thomas is an LMC (Local medical Committee) representative.

The practice offers teaching and training for Undergraduate and Postgraduate students and there are medical students from Years 3 to 5, as well as pharmacy and nursing students, from both the University of South Wales and Cardiff University. GP Registrars work at the practice in order to complete their training to be fully qualified General Practitioners.

With a clear vision to deliver high quality care, this patient centric practice has core values which were developed by the whole health care team and has an excellent reputation for patient care and accessibility. The practice is proud of its consistently higher than average patient feedback reviews.

The patient population has a range of socioeconomic groups, however is relatively deprived and with a high proportion of elderly patients.

There is a strong team ethos within the practice and it is very important to the partners that this is maintained and developed. The practice is a very comfortable, appealing place to work, with a good team of friendly staff. There is a relaxed atmosphere at the surgery and the environment particularly in the main site is unique owing to the historic nature of the building. The practice believes in investing in development and training as evidenced by several of the GPs named in this document having completed their training at this practice. The doctors are happy to embrace change and consider the practice to be forward thinking.

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. The practice is an equal opportunities employer.

Due to impending retirement, there is now a need for a new 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 and patients, as well as the wider local teams we work with.

The successful candidate will take up post on a date to be agreed. There may be a possibility for a period of handover from the current practice manager.

The Doctors

There are six partners and seven associate doctors; -

Head of Practice and Senior Partner

Dr Nigel J Brown: MB BCh MRCGP DRCOG (Cardiff 1996)

Dr Brown is a Trainer in General Practice, Medical Referee for Glyntaff Crematorium has a special interest in Diabetes, and leads on practice finance.

Partners

Dr Swarna Bhat: MBBS MRCP (2001) MRCGP (India 1995)

Dr Bhat joined the practice in 2018 during our merge, having worked single-handedly at Ynysybwl Surgery, and has special interests in Diabetes, Joint Injections and MS.

Dr Sian Thomas: MB BCh MRCGP BSc (Hons) PhD DRCOG DFRSH (Cardiff 2004)

Dr Thomas joined the practice in 2010, and has special interests in Rheumatology, Diabetes, Family Planning including implants, Minor Surgery/joint injections. She is also a Trainer in General Practice.

Dr Anna Auchterlonie: MBBCh MRCGP DRCOG (Cardiff 2010)

Dr Auchterlonie joined the practice in 2020, having previously trained in the practice back in 2014, and has special interests in respiratory medicine and minor surgery.

Dr Martin Denley: BM BCh (University of Wales 2006)

Dr Kate VL Spencer: MB BCh MRCGP (Cardiff 2011)

Dr Spencer has special interests in ENT, Minor Surgery and Joint Injections.

Dr Hayley Williams: MBBCh MRCGP (Cardiff 2011).

Dr Williams has special interests in Child Health and Palliative Care

Associate Doctors

Dr Oliver JS Williams: BSc (Hons) MB BCh (Honours) MRCGP DRCOG (Cardiff 2007)

Dr Williams joined the practice in 2013. He has a special interest in Child Health, and is also an LMC representative.

Dr Anna Waterfield: MB BCh MRCGP DFRSH (Bristol 2011)

Dr Waterfield has special interests in Women's Health, Coils and Implants.

Dr Rebecca Sherlock: MBBCh (Hons) DRCOG MRCGP Dip Med Ed (Cardiff 2011)

Dr Sherlock has a special interest in Medical Education.

Dr Sarah Dolling: MB BCh MRCGP DRCOG (Cardiff 2014)
Dr Dolling has a special interest in Women's Health.

Dr Rebecca Leach: MB BCh (Cardiff 2011)

Dr Phillipa MacLeod :

Dr Guto Huws : MB BCh (Cardiff 2016)

Staff

The practice has a team of 30+ health care professionals and administrative support staff who are all practice employed.

Practice staff

1 Practice Manager
1 Assistant Practice Manager
1 Office Manager
2 Branch Managers
1 Secretary
14 Administrators/Receptionists (including several very experienced senior-administrators)

Clinical staff

1 Lead Nurse
4 Practice Nurses
2 HCAs (Healthcare Assistants)

Attached Staff

District nurses
Community Midwives
Health Visitors

Cleaning is outsourced

Services provided

In addition to general healthcare, the practice offers the following services

- Women's Health
- Ante-natal Care
- Chronic Disease Management
- Repeat Prescription Reviews
- Private Healthcare
- Asthma
- COPD
- Diabetes
- Dementia
- Heart Disease
- Mental Health
- Multiple Sclerosis Reviews
- Care Home Reviews
- Vaccinations (Yellow-Fever Centre)
- Joint Injections
- Minor Surgery
- Phlebotomy
- Contraception (including coil & implant fitting)
- Cervical Screening
- Family Planning
- Child Health Surveillance & Immunisation
- Weight Management
- On-line Consultations

Premises

Eglwysbach Medical Practice

There are 8 consultation rooms, 2 treatment rooms, 1 conference/training/teaching room, 2 reception/waiting room areas, 2 open plan admin offices as well as the practice business manager's office. There is limited parking available and offices and consulting rooms are over 3 floors in a Grade II listed building, which has limited disabled access due to the restrictions protecting its historical and architectural significance.

Tonteg Surgery

There are 2 consulting rooms, 2 treatment rooms, a reception/waiting area and 2 administration offices.

Ynysybwl Surgery

There are 2 consulting rooms, 2 treatment rooms, a reception/waiting area and 2 administration offices

Computing and Information Technology

The Practice has embraced Digital Transformation.

The utilisation of digital technology has accelerated in recent years providing more effective and efficient ways of working; and the practice will continue to look for management input and support to enable it to progress and develop further.

The practice uses the Vision and DocMan clinical systems and also uses email for patients to contact the practice.

Accountancy software is QuickBooks; and payroll/pensions administration preparation is in house, with the delivery process outsourced to the accountants.

Outline profile of the post

The successful candidate will need to demonstrate robust leadership and communication skills, be well organised, highly motivated and financially astute. There is a requirement to manage and take responsibility for all business aspects of the practice. In addition, the candidate must have the ability to provide strategic guidance and planning to the partners.

The practice manager is a key member of the team and will be expected to demonstrate leadership qualities, achieving goals and targets 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.

Candidates are expected to bring strong interpersonal skills and be experienced and confident in the areas of people management, financial control, strategic management and information technology.

The partners also require the successful candidate to be proactive and plan for the future, maximising the practice's potential in relation to business, finance and premises, whilst maintaining patient care. The candidate needs 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.

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, compliance, governance and other legislation, is as important as ensuring the continuing provision of good patient care.

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.

The successful candidate should be able to identify with the values and philosophy of the practice and the role as outlined in this document

An understanding of current NHS initiatives would be helpful, however the introduction of new ideas and methods from outside the NHS also presents an attractive proposition to the partnership.

The opportunity for further personal development will be given in order to develop skills in line with practice 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:

- To organise, prioritise, motivate and delegate patient care within and across the practice where appropriate.
- To think strategically, balancing both short- and long-term advantages and disadvantages of decisions.
- To ensure the practice is compliant with the GP contract requirements, preparing and submitting reports as necessary
- Communicate effectively and respectfully with all staff, as well as the partners and patients, via appropriate means: face to face conversation, telephone, video call, email and instant messaging, as well as social media where warranted.
- To interact with all staff, patients and other primary care organisations diplomatically; using sensitivity, and honouring confidentiality. You will utilise qualities such as tact and discretion where needed.
- To represent and promote the practice to outside agencies (e.g. Taff Ely cluster community teams, health-board, 3rd sector) confidently and professionally.
- Identify potential threats and opportunities to the practice.
- Support equality and diversity according to current legislation.
- Over and above this job description (which is not exhaustive), there may be other duties decided upon by the partners from time to time.
- The ability to enjoy diversity and sometimes – the unexpected

Key responsibilities

Practice Development and Clinical Governance:

- Chair and co-ordinate agenda and attendance at weekly meetings, and implement actions.
- Co-ordinate production of practice development plans and reports, review contribution to national and local contracts / areas of work.
- Review clinical services regularly, recommend and implement changes as agreed with GPs
- Co-ordinate the process of practice strategy formulation and review.
- Co-ordinate the process of organisational audit under the direction of partners; review and disseminate the results.
- Co-ordinate the process of clinical audit and submission of relevant info (CGPSAT) under local / national Clinical Governance arrangements.
- Develop practice health and safety policy, ensuring compliance with legal requirements, ensure systems are in place to minimise risk and identify potential problems.
- Evaluate development and training requirements of administrative staff.
- Ensure practice is compliant with GDPR.
- Manage practice significant events reviews.

GP / Partnership Issues:

- Draw up GP rotas to maximise use of available clinical time, ensuring appropriate use of the 'skill-mix' available.
- In liaison with the Partners, identify the need for locum staff, oversee bookings and ensuring timely claims are made when relevant.
- Be familiar with the partnership agreement, to help ensure compliance.
- Co-ordinate all arrangements in respect of changes to partnership, including recruitment / retirements.

Finance:

- Responsible for the finances of the practice
- Develop and control practice budgets and financial systems.
- Prepare financial budgets and cash-flow forecasts.
- Support the partners in contractually meeting clinical targets from NHS Wales.
- Liaise with the health-board / SSP regarding queries related to contractual payments.
- Oversee administration of NHS pension scheme within the practice.
- Monitor transactions and expenditure, along with petty cash system.
- Support accountants with practice PAYE system within HMRC / NHS Pension scheme requirements.
- Responsibility for settlement of accounts, with automated payments, online banking, cheques etc.
- Monitor insurance policies and ensure payments are kept up to date, review policies meet needs of practice regularly.
- Ensure financial controls are in place in relation to practice's monthly accounts, carry out bank reconciliation and balance monthly accounts.
- Prepare all relevant financial documentation for the preparation of annual accounts with the accountant.
- Establish and maintain systems to maximise income, identify opportunities to increase income, and report areas of underperformance.
- Support our accountants to calculate and arrange payments of monthly GP Partner drawings in liaison with GPs.
- Reconcile quarterly statement of income against practice records, analyse information and address all financial inconsistencies.
- Act as first point of contact for bank and accountant.
- Report regularly on finances, undertake feasibility studies and provide information on new proposals as requested.

Patient and Community Services:

- Manage senior-administrative staff, and oversee all services to patients
- Produce, update and monitor practice information eg leaflet, website, social media etc.
- Review, plan and market services as appropriate

- Liaise with clinical and community staff over clinical and health promotion activities, plan and implement clinics in response to patient need, review and update systems and service provision.
- Maintain the practice's complaints procedure, manage complaints capably, to diffuse them where possible, and in collaboration with partners when required.
- Consolidate links to community organisations and other local resources, establish and maintain patients' participation in the practice.
- Represent the practice at cluster level.
- Monitor capitation
- Oversee effective appointments systems.

Human Resources:

- Responsible for all employed staff.
- Evaluate the systems for monitoring reception / admin staff rotas and allocation of work.
- Co-ordinate the recruitment of all staff, chair selection panel, produce job adverts, job specifications etc, ensure appropriate checks are made e.g. DBS.
- Identify practice staff training needs, ensure induction for all new staff, organise in-house training, identify and facilitate appropriate external training.
- Keep up to date with employment legislation, monitor all contracts and make recommendations for amendment when necessary.
- Ensure that all members of staff are kept up to date with any relevant changes within the practice.
- Oversee pay-scales, with increments at the appropriate time.
- Ensure disciplinary and grievance procedures are in place and are used appropriately. Handle and resolve minor incidents, for more serious incidents -invoke procedures in collaboration with the partners.
- Co-ordinate staff appraisal procedures, carry out reception and admin staff performance reviews, promote appropriate opportunities for mentoring.
- To proactively encourage and foster effective teamwork, dealing with issues sensitively and effectively when they arise.
- To liaise with attached staff, arranging meetings where necessary to enhance patient care.

Premises and Equipment:

- Together with senior admin team, devise and maintain systems for ensuring adequate stocks of stationery, clinical and other supplies, review on a regular basis. Negotiate with suppliers for best discounts available
- Organise maintenance schedules, recommend purchase of new pieces of equipment, and undertake feasibility studies.
- Plan and monitor premises maintenance and cleaning services, liaising with or supervising contractors as necessary.
- Ensure adequate premises security, test and review regularly, liaise with crime and fire prevention officers.

- Ensure practice complies with Health and Safety legislation through responsibility for the practice policy, disseminate policy to all users of the premises.
- In liaison with partners, oversee financial controls of project management for equipment or premises upgrade or move, liaise with outside professionals as required, communicate practice views as appropriate.
- Assess and evaluate accommodation requirements and manage development and expansion opportunities.
- Liaise with NHS Wales in 3 yearly notional rent reviews of buildings.

IT:

- Plan, implement and oversee systems for the flow of patient records around the surgery, and the integration of information into patients' records.
- Undertake and/or co-ordinate computer searches and reports.
- Review telephony services / contracts.
- Devise and oversee all systems for data security and protection, including back-up.
- Negotiate servicing and maintenance of hardware.
- Identify any new IT system requirements, liaise with NWIS.
- Lead on IT crisis prevention, assess effectiveness of system and safety/security of data.
- Ensure all staff have appropriate access to the necessary IT / software

Practice Manager – Person Specification

	Essential	Desirable
Academic/ Vocational Qualifications and other essentials	<ul style="list-style-type: none"> • Evidence of a sound education to A level standard or equivalent • Right to work in the UK 	<ul style="list-style-type: none"> • Degree level certification • Relevant qualifications in management, business or finance • Evidence of commitment to continuing professional development
Experience	<ul style="list-style-type: none"> • Experience and success of communicating with and managing people • Experience of working in teams; able to promote teamwork and employee satisfaction • Experience of business management, IT, and people accountabilities • Financial management experience including understanding of spread sheets • Knowledge and understanding of employment law and small business accounts 	<ul style="list-style-type: none"> • Management experience in the NHS/Welsh Government/Healthboard /Primary Care organisations • Experience of strategic business/organisation 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 • Adaptable to changing work environment • Effective communication (oral and written) and excellent inter-personal skills • Advanced inter-personal skills including warmth and discretion • Approachable with the ability to listen and empathise • Delegation and empowerment of staff • Appropriate IT skills • Leadership skills, including excellent people management skills • Organised, efficient and good time management • Customer service and complaints resolution • Negotiating and managing conflict • Ability to work under pressure • Networking and facilitation • Conscientious and resourceful 	<ul style="list-style-type: none"> • Experience of project management • Ability to harness change and see opportunities through adversity • Welsh speaking

Principal contract terms

- An annual salary of £45,000- £55,000 depending upon experience.
- The post is 37.5 hours, working over 5 working days and the hours will be as the post requires.
- Annual Leave entitlement will be 27 days per annum, rising to 29 days after 3 completed years of service and to 33 days after 10 completed years of service; plus, 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.
- 2 Satisfactory references and DBS check
- Period of notice will be twelve weeks upon successful completion of the assessment period.
- Start date to be agreed.