# Ormeau Park Surgery

# JOB DESCRIPTION

**POST:** Practice Manager

**GRADE:**

**RESPONSIBLE TO:** GP Partners

**Reporting Arrangements & Management Responsibility**

The Practice Manager will report to the GP Partners and will be responsible for all activities undertaken by the practice clinical/admin staff.

The post-holder is expected to be proactive in identifying areas that may need to be changed and initiating improvements when necessary.

These responsibilities listed below will either be fulfilled personally or by appropriate effective delegation, whilst maintaining overall responsibility. Many of the responsibilities will also involve planning and liaison with a designated Partner.

**Responsibilities**

* Provide support to the general practitioners and ensure the efficient deployment of staff in the practice.
* Be responsible for effectively managing the work of all staff in accordance with the aims and objectives as agreed and approved by the partners to ensure quality of service delivery across the practice.
* Have delegated responsibility for decision making and problem solving.
* Have responsibility to ensure that the Partners are kept informed in a timely and efficient manner through regular reporting and meetings of issues that may impact on the running of the business.
* Ensure that ‘Practice Manager E-mails’ are dealt with daily and actioned promptly.
* Participate in planning and implementation of practice policies and quality initiatives and introduce new administrative policies to facilitate the requirements of the changing NHS.
* Ensure information for Enhanced Services claims is gathered as required.
* Ensure Clinical Governance report is kept up to date.
* Ensure Business Continuity Plan is kept up to date.
* Ensure End of Year returns are completed promptly and returned to Integrated Care.
* Prepare any administrative reports required throughout the year for the approval of the partners.
* Organise and facilitate as necessary the various group meetings to include Practice meetings, educational meetings, PBL / staff meetings. Set agenda and ensure minutes are taken and circulated in a timely fashion. Ensure all follow up action is taken and reviewed.

**Management of People**

* Provide leadership and guidance to all practice staff and when appropriate locum and junior doctors and medical students
* Take such action as is necessary in disciplinary and grievance matters.
* Keep up to date with changes in employment legislation and develop policies and procedures as necessary.
* Assist in promoting and maintaining self and others’ health, safety and security as contained within the practice’s Health & Safety Policy
* Ensure all clinical and non-clinical staff participate in appraisal. This will also necessitate organizing your personal appraisal with a GP Partner.
* Review individually, at least bi-annually, the performance of immediately subordinate staff, provide guidance on personal development needs.
* Delegate appropriate authority and responsibility to staff within his/her capabilities whilst retaining overall responsibility and accountability for results.
* Have Human Resources responsibilities to include, Communication and teamwork, deal with employment and contractual issues of employed staff, Selection, recruitment, induction and training of new staff, Appraisals, identify training needs and coordinate training, Have detailed knowledge of employment legislation and documentation required, manage staff holidays, sickness and absence, deal with Disciplinary and grievance matters, ensure practice policies/procedures comply with statutory requirements.
* To maintain records of staff training and immunisations including those required by the GMS contract.
* To issue updated contracts of employment and maintain personnel files for all staff.

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| * Ensure adequate provision of appropriate on-the-job training and conduct a regular review of training needs. |
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| * To determine the levels of staffing and hours of work required for the running of the practice, including arranging duty and holiday rotas and liaise with staff to provide satisfactory cover for same. |
| * To administer all systems for Fair Employment and Equal Opportunities. |
| * To formulate and update job descriptions. |

**Management of Patient Services**

* Proactively plan for the development and management of patient services
* Ensure service development and delivery is in accordance with local and national guidelines
* Ensure that the practice complies with GMS contractual obligations in relation to patient care
* Routinely monitor and assess practice performance against patient access and demand management targets
* Monitor, review and keep up to date the complaints management system
* Implement and develop systems to receive patient enquiries and suggestions in order to improve patient services
* Ensure information for patients is accessible and up to date
* Review patient access to same
* Conduct Patient satisfaction surveys when required
* Complaints handling in accordance with practice policy
* Monitor, develop and manage an effective appointments system
* Plan and implement services, rotas and clinics to meet targets
* Ensure confidentiality and protection of patient information
* Strategic planning for future workload

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| * To act as the practice complaints officer in line with SPPG regulations, including: taking complaints and replying to complainants, recording complaints, investigation of complaints and recording the outcome, advising complainants, recommending remedial actions and implementing recommendations and staff training, filing applicable complaints with the BHSCT office, periodically reviewing practice systems and improving procedures in line with statutory requirements and general efficiency. Liaising with outside agencies such as NIPSO, Medical defence unions etc. as required. |
| * Take an active part in the implementation and maintenance of new practice procedures as they change under the GMS practice contract. |

**Management of Information, Systems, Policies and Procedures**

* Monitor and develop as necessary reception and office procedures to ensure efficiency and effectiveness
* Ensure the Practice is fully compliant with GDPR Regulations.
* Ensure effective systems for the smooth operation of the practice
* Formulate, Regularly monitor, evaluate and review practice policies, protocols and procedures
* Manage the appointments system in Vision, creating appropriate templates for clinicians
* Have a good knowledge of Windows, Excel, PowerPoint, and Vision.

**Management of Resources, Premises and Equipment**

* Be responsible for security, repairs, insurance, hygiene and maintenance of premises, services and equipment
* Manage stores, equipment, furniture, fittings and stationery within target budgets.
* Manage and review the obligations of contractors, suppliers and services.
* Ensure safe, secure and hygienic working conditions
* Monitor practice security protocols/systems and update as appropriate.
* Maintain the inventory of equipment and liaise with the Partners for new/replacements required
* Ensure all equipment is in working order and is regularly serviced
* Monitor stocks and consumable supplies and liaise with the Partners regarding purchases required.
* Monitor housekeeping and cleaning
* To order practice supplies, maintaining and analysing records of practice expenses.

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| * To maintain files relating to insurance and the maintenance of essential practice contracts, including the disposal of chemical waste, CCTV, fire/CO2 and intruder alarms required by law and good practice ensuring that support contracts for necessary maintenance are in order. |
| * Ensure the day-to-day housekeeping standards of the practice are adequately maintained. |
| * Manage maintenance to ensure high standards of general presentation and buildings maintenance are maintained. |
| * In conjunction with the partners, undertake an annual review of all buildings and grounds and arrange maintenance schedule. |
| * Ensure there is adequate insurance provision for public liability, buildings, equipment, and the processing of any claims as required. To recommend and implement improvements, to report, organise and monitor necessary repairs, obtaining estimates for work when required. |
| * Liaise with external maintenance contractors / service suppliers, negotiating on price and service provision to ensure maximum value. |
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**Health & Safety**

* + Act as Health & Safety officer for the Practice
  + Ensure compliance with statutory requirements
  + Review/update Health & Safety Policy and identify/organise training requirements
  + Monitor fire safety procedures and arrange regular fire drills
  + Fire alarms and fire equipment servicing
  + PAT testing of electrical equipment and fixed wiring tests
  + Risk assessments including VDU risk assessments.
  + Ensure infection control procedures are in place and monitored in liaison with the clinical team.

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| * + Ensure all Health & Safety statutory obligations and legislation is adhered to, ensuring compliance with same, including risk assessment, accident reporting and investigation. |
| * + To undertake disability assessments and Health & Safety assessments and reviews, including the recommendation and implementation of improvements. |

**Communication / Liaison**

* + Ensure good communication throughout the Primary Care Team and arrange, co-ordinate and minute meetings initiating such action as appropriate
* Maintain formal and informal links with SPPG, Local Commissioning Group (LCG)and Integrated Care Partnership (ICP) ,South Belfast Federation and neighboring practices
* Attending training sessions and meetings as necessary
* Maintain formal and informal links with the local Acute Trusts, Statutory and Voluntary Organizations.

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| * Manage the activities of all clerical, secretarial and administration / support staff, ensuring an effective service is provided. |
| * Ensure any associated administration records required are completed in an accurate and timely manner, (including patient records). |
| * Liaise with SPPG |
| * Arrange and minute practice and partner meetings. |
| * To review and update the practice booklet, ensuring it publicises the full range of services providing useful information for patients. |
| * To advise and oversee updating of the practice web-site |
| * To prepare annual practice reports and health promotion reports. |

**Confidentiality**

* Working within the practice you may gain knowledge of confidential matters, which may include personal and medical information about patients, partners and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken.
* Ensure all staff are aware of their responsibilities in relation to confidentiality.

This job description is intended to be an outline of the job as it is currently perceived by the Partners and may be subject to review in light of the changing needs of the service. It is not intended to be rigid or inflexible, but should be regarded as providing guidelines within which the post holder will work. Other duties of a similar nature and appropriate to the grade may be assigned from time to time within the jobholder’s competence.

## WE ARE AN EQUAL OPPORTUNITIES EMPLOYER

**September 2023**

***PRACTICE MANAGER JOB SPECIFICATION***

**Reporting Arrangements & Management Responsibility**

The Practice Manager will report to the GP Partners and will be responsible for all activities undertaken by the practice clinical/admin. staff. The Practice Manager will also manage the work rotas of the clinical staff. The post-holder is expected to be proactive in identifying areas that may need to be changed and initiating improvements when necessary.

**Responsibilities**

* The post-holder will provide support to the general practitioners and ensure the efficient deployment of nursing and admin staff in the practice.
* The post-holder will be responsible for effectively managing the work of all staff in accordance with the aims and objectives as agreed and approved by the partners to ensure quality of service delivery across the practice.
* The post-holder, will have delegated responsibility for decision making and problem solving.
* The post-holder must ensure that ‘Practice Manager E-mails’ are dealt with daily and actioned promptly.
* The post-holder will participate in planning and implementation of practice policies and quality initiative and introduce new administrative policies to facilitate the requirements of the changing NHS.
* The post-holder will ensure the information for Enhanced Services claims are gathered as required.
* The post-holder will ensure Clinical Governance report is kept up to date.
* The post-holder will ensure End of Year returns are completed promptly and returned to Integrated Care
* The post-holder will prepare any administrative reports required throughout the year for the approval of the partners
* The post-holder will organise and facilitate as necessary the various group meetings to include Practice meetings, educational meetings, PBL / staff meetings, palliative care meetings etc. Set agendas and ensure minutes are taken and circulated in a timely fashion. Ensure all follow up action is taken and reviewed

**ESSENTIAL CRITERIA**

* A minimum of 5 GCSE qualification at grade ‘c’ or above (or equivalent) to include Maths and English
* A minimum of 2 years’ experience of working in a similar Management Role
* Be fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and office packages
* Report writing experience

**DESIRABLE CRITERIA**

* A minimum of 8 GCSE qualification at grade ‘c’ or above (or equivalent) to include Maths and English
* A minimum of 5 years’ experience of working in a similar Management Role
* Supervisory Experience

**Practice Manager Personnel Specification**

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| **Qualifications** | **Essential** | **Desirable** |
| Educated to degree level in healthcare or business |  | ✓ |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Leadership and / or Management Qualification | ✓ |  |
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| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of managing accounting procedures including budget and cash flow forecasting |  | x |
| Experience of working in a health care setting |  | ✓ |
| Experience of managing multidisciplinary teams | ✓ |  |
| Experience of performance management, including appraisal writing, staff development and disciplinary procedures | ✓ |  |
| Experience of successfully developing and implementing projects | ✓ |  |
| Experience of workforce planning, forecasting and development | ✓ |  |
| NHS / Primary Care General Practice experience |  | ✓ |
| Relevant health and safety experience |  | ✓ |
| Experience of chairing meetings, producing agendas and minutes | ✓ |  |
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| **Skills** | **Essential** | **Desirable** |
| Ability to develop and negotiate opportunities to enhance service delivery | ✓ |  |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Strong IT skills (generic) | ✓ |  |
| Excellent leadership skills | ✓ |  |
| Strategic thinker and negotiator | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| VISION user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to network and build relationships | ✓ |  |
| Proven problem solving & analytical skills | ✓ |  |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to motivate and train staff | ✓ |  |
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| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solution focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Confident, assertive and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| Drive to provide excellent service to patients | y |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence | ✓ |  |

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| **Signed (Employee):**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Print Name (Block Capitals): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date: \_\_\_\_\_\_\_\_\_\_\_** |
| **Signed (Designated Line Manager): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Print Name (Block Capitals): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date: \_\_\_\_\_\_\_\_\_\_** |