

FALLODON WAY MEDICAL CENTRE JOB DESCRIPTION

Job Title: Practice Manager

Responsible to: The Partners

Hours: 30-35 hours per week

Job Purpose

To ensure the effective and efficient management of the practice and to develop plans to maintain that efficiency in face of the changing environment.

Main Duties and Responsibilities:

1 Develop the Strategic Vision of the Practice

- With the Partners, develop and agree the shared long term business objectives for the practice, taking due note of NHSE, CCG and Locality and PHE agendas.
- Plan and execute the practice achievement of these objectives via a Business Plan
- Ensure the practice can access the resource needed for achievement of its plans
- Measure performance achieved against these targets
- Establish and communicate the organisational values of the practice, engendering full staff buy-in
- Work alongside partners in PCN and Locality, including but not limited to Affinity and One Care, to improve patient services and outcomes

2 Manage and Improve Patient Services

- With the Partners, plan, develop and implement procedures to:
 - Enhance the provision of patient services
 - Continually update the appointment system to offer the optimum access to the available clinicians
 - Analyse and review service levels achieved
 - Monitor patient satisfaction
 - Support Clinical Governance through maintaining the policies and protocols system
 - Represent the practice at external meetings, at PCN, Locality and CCG levels

3 Manage Practice Staff

- Develop practice resourcing plan, taking account of skill-mixing, DES and federated / joint staff requirements
- Select, recruit and employ staff to meet practice resourcing plan
- Ensure staff recruited are compliant with practice required skills, training and health requirements
- Develop staff to their fullest potential to meet practice Business Plan

- Manage staff performance, including the practice appraisal system
- Encourage and support staff to meet their personal training plans
- Supervise training, welfare, discipline and grievance procedures where necessary
- Manage the change process

4 Compliance

- Ensure premises and staff insurances are maintained
- Ensure equipments are properly maintained
- Maintain fire protection and physical security of the building
- Review, monitor and ensure compliance with practice Health and Safety policy
- Ensure any accidents or incidents are investigated and appropriate remedial action taken
- Ensure that effective stock control and ordering systems are in place and are regularly monitored
- Ensure systems are in place to meet legal obligations including, but limited to, H&S, data protection, GDPR, DBS, HepB, measles
- Manage the complaints system drawing on clinical support as needed
- Ensure effective policies and procedures are in place and are regularly reviewed and updated as needed.

5 Financial Management

- Maintain accurate and timely books of account, recording all items of income and expenditure
- Monitor income and expenditure on a monthly basis, controlling cash flows to meet the budget
- Deliver periodic reports, including budgets, to the Partners
- Ensure the security of both cash held in the premises and the bank accounts
- Manage payroll to ensure timely payment of staff and adherence to HMRC and NHS Pension scheme rules
- Ensure PPA and enhanced service claims are made efficiently and accurately
- Monitor joint income flows and its use by PCN
- Pursue additional income streams such as research and private procedures
- Liaise with practice accountant as needed

6 IT and Communications

- Work with CSU to identify the practice clinical and business information needs to achieve NHS national standards, submitting annual orders as needed.
- In conjunction with CSU ensure new hardware and software requirements are met and that systems are properly maintained.
- Ensure IT protocols, and data security are maintained and that staff training is adequate.
- Ensure patient medical records are maintained and updated as needed and that staff training is suitable.
- Develop effective internal communication and reporting systems
- Participate in, chair and/or minute practice meetings
- Gather and present information to aid decision-making
- Provide information externally where required by law, by contract or by agreement
- Ensure effective policies and procedures are in place and are regularly reviewed

This job description is not exhaustive you will be expected to carry out other reasonable tasks and projects as requested, from time to time. It will also be developed periodically as the local healthcare environment change.

