



## Head of Practice Services

### Job Description & Person Specification

As a key member of the leadership team, the Head of Practice Services will work closely with the CEO, Medical Director, Directors, Practice Services Deputy Medical Director, and General Practice Leadership Teams to oversee and enhance BrisDoc's Practice Services division. The post holder will ensure the delivery of high-quality, patient-centred care while meeting contractual, regulatory, and financial objectives. This role is integral to advancing BrisDoc's mission to provide innovative, community-focused healthcare.

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#### Key Responsibilities

##### Strategic Leadership and Planning

- In collaboration with the Deputy Medical Director and General Practice Leadership Teams, develop and execute a comprehensive Practice Services strategy aligned with BrisDoc's vision and NHS priorities
- Lead service improvement plans, ensuring delivery is data-driven, insight and evidence-based, and aligned with patient and workforce needs
- Collaborate with stakeholders to horizon-scan for opportunities and risks, including contract additions and variations, and wholesale new opportunities, whilst maintaining BrisDoc's position as a healthcare innovator

##### Operational Excellence

- Monitor and manage performance against objectives, including QoF (Quality Outcomes Framework), CQC (Care Quality Commission) standards and Contract KPIs (key Performance Indicators) including NHS Contracts
- Ensure our practices meet high regulatory and operational standards, fostering a culture of mutual support and continuous improvement
- Oversee improvements to estates, including opportunities to develop premises to meet the needs of modern general practice

##### Financial and Contract Management

- In collaboration with the Commercial and Finance Director and Deputy Medical Director lead on BrisDoc's reprocurring of existing contracts.
- Work with the Commercial and Finance Director and Deputy Medical Director to manage existing contracts and contractual relationships, manage budgets, control costs and maximise income streams
- Provide contractual and financial oversight to ensure practices operate sustainably and profitably



### **Leadership and Workforce Development**

- Provide direct line management to Practice Managers, including setting objectives, conducting appraisals, and ensuring their effective support and development
- Inspire and empower Practice Managers and Practice Leadership Teams, promoting professional growth and operational success
- Support consistent HR practices, including appraisals, training, and conflict resolution
- Build strong, collaborative relationships across BrisDoc and external partners, ensuring Practice Services contribute to the development and delivery of the BNSSG (Bristol North Somerset South Gloucestershire) ICB integrated care strategy

### **Change Management**

- Lead strategic change and digital transformation initiatives, using data-driven methods to drive adoption and measure success
- Develop risk mitigation strategies and work through challenges to ensure effective implementation of projects

### **Patient and Community Engagement**

- Ensure patient voices are central to service development through effective engagement mechanisms like PPGs (Patient Participation Groups) and Neighbourhood and Locality Partnership working
- Promote community health initiatives that align with BrisDoc's mission to enhance population well-being

### **Wider BrisDoc awareness and involvement**

- Hold awareness of Severnside Integrated Urgent Care and its various 'offshoot's, e.g. Integrated Access Partnership, System CAS (Clinical Assessment Service), Frailty-ACE (Assessment and Coordination for Emergency and Urgent Care), Paediatric-ACE, and how they interface with Practice Services
- Liaise with the Head of Severnside and others as appropriate to consider where synergies may lie between the two areas of BrisDoc

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## **Person Specification**

### **Knowledge, Skills, and Experience**

#### **Essential:**

- Strong leadership and change management skills, with a track record of supporting and motivating staff and implementing successful service improvements
- Excellent financial acumen and ability to align budgets with strategic goals
- Outstanding communication and interpersonal skills to influence and collaborate effectively

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- Expertise in managing contracts, financial planning, and performance monitoring in a demanding service environment.
- In-depth understanding of working in a regulated environment

## **Desirable:**

- Experience in general practice operations, including Primary Care Networks, Integrated Neighbourhood Teams, and Integrated Care Systems
  - Experience in patient and community engagement strategies
  - Knowledge of digital transformation in healthcare
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## **Personal Attributes**

- A visionary leader with a commitment to BrisDoc's mission and values
- Resilient, adaptable and self-aware, capable of managing competing priorities in a dynamic environment, and of reflection and development
- Collaborative and supportive, fostering a culture of inclusivity, openness, learning, and innovation
- Proactive and results-oriented, consistently delivering high-quality outcomes