**JOB DESCRIPTION JOB TITLE**: Practice Manager

**REPORTS TO**: GP Partners

**HOURS**: 25

**RATE OF PAY**: Competitive commensurate to experience. Option to join NHS Pension Scheme.

Responsibilities will be agreed upon appointment and reviewed periodically.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Personnel/Training

* Day to day management of office staff and nursing staff on nonclinical matters in collaboration with the office manager ensuring an effective service is provided.
* To determine and maintain an efficient and cost-effective level of staffing and hours of work required for the running of the Practice. Working with the office manager to provide satisfactory cover for same.
* Staff recruitment, selection and induction of employees. To administer all systems for fair employment and equal opportunities.
* Ensure fair and consistent application of all personnel policies and procedures, including disciplinary and grievance procedures. Review and update personnel Policies ensuring the Practice meets its legal obligations.
* To liaise with professional HR advisers as/when required for non-routine personnel queries.
* Advise on employment legislation, manage disciplinary and grievance procedures. liaising as required with professional advisers.
* Advise on staff remuneration, working within the boundaries of the budget.
* Communicate agreed Practice Policy to staff and introduce systems to support such policies.
* Be responsible for an effective appraisal/personal development system and any resulting training or disciplinary procedures.
* Work with and support the Partners with change management.
* Co-ordinate and organise PLT (Protected Learning Time) sessions as required.

1. Finance
   * Liaise with Partners, Accountants, Bank Relationship Manager and NHS Tayside on all matters financial.
   * Identify, secure, monitor and record income with reference to the General Medical Services contract and other income sources. Take accountability for the reconciliation of the accounts.
   * Manage petty cash.
   * Manage invoices sent and received.
   * Submit claims and check payments received.
   * Perform Payroll duties and make appropriate returns to Inland Revenue and Health Services Superannuation Scheme
   * Ensure compliance with all pension regulations and changes
   * Implement SSP (Statutory Sick Pay) and SMP (Statutory Maternity Pay) regulations in accordance with current legislation
   * Prepare monthly and year end accounts for the accountants.
   * Prepare interim financial reports for business meetings or on request
   * Effect and maintain Practice insurance policies; public and third-party liability, employers’ liability, premises and equipment, liaising as required with Partners, insurers and professional advisers
2. General Medical Services Contract
   * Keep up to date with changes in the GMS contract.
   * Liaison with representatives of Tayside Health Board, Perth and Kinross Health and Social Care Partnership deal with correspondence, emails, requests etc
   * Work with the Partners and other stakeholders in service redesign
   * Attend meetings in respect of this e.g. Cluster meetings, meetings with Locality Managers or CTPMs (Clinical and Professional Team Manager).
   * Enhanced Services – take the lead role in developing effective delivery of Local, Direct & National Enhanced Services, planning clinics and initiatives, recall systems and mail outs
   * Prepare and review GMS evidence and documentation as needed. Prepare annual reports for the Board as required
   * Represent the Practice in the end of year claims process
   * Develop and maintain effective chronic disease management recall systems
3. Practice Development and Organisation
   * Initiate and participate in appropriate new policies and procedures to aid and improve organisation and provision of services to patients.
   * Initiate and participate in development of effective systems of communication and co-operation between GPs, nurses, staff and other members of the Primary Health Care Team. Organise, chair and facilitate, whenever possible, in Practice, team, educational and staff meetings, and disseminate information effectively.
   * Plan, co-ordinate and monitor staff activities to ensure efficient service to patients and support to doctors. Ensure appropriate allocation of rooms in accordance with the needs of the Practice team and patients
   * General office administration and reception cover if necessary
   * Work with Partners and Office Manager to plan, co-ordinate and provide work rotas, monitor effectiveness of rotas and ensure adequate cover for any absences. Ensure smooth running of surgeries and clinics in relation to staff cover, equipment, drugs, accommodation, and security.
   * Take leadership with Partners to ensure adequate medical cover and arrange Locums when necessary
   * Respond to and organise visits to the Practice, ensuring that the relevant personnel are available.
   * Compile the agenda for all meetings (partnership/management/clinical etc.)
   * Convene, attend, participate in and be responsible for the minutes of meetings when required
   * Take overall responsibility for the organisation and implementation of a robust audit program of the Practice systems.
   * Facilitate and record Significant Event Analysis meetings.
   * Initiate and participate in both Clinical and Managerial Audit, including Significant Event Analyses and Risk Assessments.
   * Control and supervise ordering of stationery supplies, equipment, medical supplies, etc.
4. Patient Services
   * Implement and maintain systems to receive patient enquiries and suggestions.
   * Oversee and ensure compliance with the Practice Complaints Procedure.
   * Deal with all enquiries and complaints from patients, in accordance with the Practice Complaints Procedure and National Guidelines to promote patient satisfaction and continued improvement of services to patients.
   * Support the staff in any difficult contact with patients
   * Review and update the information on the Practice Website, Update social media accounts as necessary.
   * Constantly assess the services provided to ensure that they meet the changing needs of the population.
   * Develop, and implement with the partners, systems and procedures to ensure adequate provision of services to patients.
   * Ensure all Data Protection breaches are reported in line with ICO guidelines.
   * Keep up to date with rules relating to overseas visitors.

1. Information Technology
   * Maintain and develop efficient IT systems in clinical and non-clinical areas. Liaise with third party providers where necessary.
   * Plan, co-ordinate and organise delivery of IT training to staff at all level including nursing staff and Partners.
   * Spearhead transition to new IT systems as rolled out by NHS Tayside IT Department.
   * Development and maintain IT policies for the Practice.
   * Ensure the safety and security of data is maintained and that all personnel understand their legal obligations under the General Data Protection Regulations.
   * Supervise the preparation of the appointments book, searches, data recording, PC download and other upgrades as necessary. Knowledge of Microsoft Office (including Excel, PowerPoint), internet and e-mail. Responsible for systems administration
2. Health & Safety
   * Act as the Practice lead on all aspects of Health & Safety
   * Ensure compliance with legislation relating to Health and Safety for employers and employees i.e. that employers’ responsibilities under the relevant act are fulfilled, and that employees understand their responsibilities under the act, and adhere to Practice policy on Health and Safety at work
   * Develop and organise Health and Safety policies and procedures. Ensure that all relevant paperwork relating to Health and Safety at Work Act is available on the premises, and used as intended
   * Ensure all accidents are reported & recorded, and investigated where necessary, and appropriate action taken. Ensure the provision of First Aid and emergency medical treatment is readily available for persons incurring injury on the premises.
   * Maintain Partnership property insurance
   * To maintain files relating to insurance and the maintenance of essential Practice contracts, including the disposal of chemical waste, CCTV, fire and intruder alarms required by law or good practice ensuring that support contracts for necessary maintenance are in order
   * Lead on Significant event analysis/critical incident appraisal
3. Procurement
   * Ensure cost effective and timely supply of all Practice consumables.
   * Ensure cost effective and timely supply of all Medical and IT equipment.
   * Ensure cost effective and timely purchase of all required IT software systems.
   * Liaise with Medical Physics Department to ensure all Medical Equipment is compliant with required standards before it enters clinical use and liaise with Medical Physics regarding annual testing and calibration of equipment.
   * Maintain and manage relationships with all suppliers
   * Arrange quotes and liaise with Finance Partner on all purchases over agreed signing limits
4. Management of Health Centre Premises
   * Ensure adequate cleaning, maintenance, and general security of the building, as well as consideration of safety & fire prevention measures in collaboration with The Blue Practice Manager
   * Manage buildings, extensions, repairs, decorations, fixtures and fittings, gardening and maintenance of exterior in collaboration with Blue Practice Manager.
   * Manage the services to the building e.g. Gas, electricity, phones etc in collaboration with the Blue Practice Manager
   * Liaising with Landlord and Health Board with regard to the building lease.
   * Maintain high standards of hygiene
5. Any Other Duties
   * Work with the Partners to develop and implement any changes necessary to meet new demands on the Practice from internal and external sources.
   * Provide management training both for new GPs and medical students.
   * Any other duties the partners feel are appropriate for the Practice Manager to perform as part of that role.

**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. The Manager will ensure that all staff are aware of the importance of protecting any confidential information about patients, doctors or colleagues.
  + In the performance of the duties outlined in this Job Description, the postholder 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. The Practice manager will deal Personally with any Confidential matter about the Practice or the Partner(s) in reports or communication with any official or professional body.
  + 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.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

* + Participation in performance reviews, including taking responsibility for maintaining a record of own personal and/or professional development
  + In-house training programmes
  + Educational conferences, seminars & courses that will benefit personal or professional development and benefit Practice

PERSON SPECIFICATION

Post: Practice Manager Date: May 2022

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| Specification | Essential | Desirable |
| Education and qualifications | * Maths and English at high grade at National 5 level exams | * 3rd level qualification or comparable management qualification |
| Previous work experience | * Ability and experience in staff management, incl development of staff * Willingness to take responsibility and work with all Practice staff | * At least 5 year’s supervisory experience * Previous supervisory experience in NHS or Practice environment * Practical HR experience |
| Knowledge | * Experience of liaising with external bodies * Fully conversant with Microsoft Office packages | * Health and safety/risk management experience * Knowledge of new GMS Contract * Website administration |
| Personal skills / aptitudes | * Excellent oral and written communication skills * Excellent organisational and time management skills Capable of maintaining concise and accurate confidential records and documentation * Excellent numeracy skills |  |
| Personal qualities | * Self-motivated and ability to motivate team members * Dynamic individual who can work on their own initiative * Ability to lead and work as a team * Flexible to the challenging demands of a busy surgery * Able to develop and maintain positive working relationships with partners and employees * Professional approach at all times. | * Experience of adaptability and ability to provide management and leadership in challenging circumstances |