**Abbey Medical Practice**

**JOB DESCRIPTION**

**JOB TITLE: Practice Manager**

**REPORTS TO: THE PARTNERS**

**JOB SUMMARY**

Responsibility for the efficient, effective and profitable running of the Practice thereby ensuring provision of high quality medical care to patients in a safe and professional environment. Also, to be aware of developments and changes within the NHS that affect the Practice and to advise the Partners on how best to orientate the Practice to meet the challenges which arise and maximise opportunities.

**PARTNERSHIP**

* To work with the Partners and management team on strategic planning for the Practice
* To attend Practice meetings and organise agenda, papers and minutes as necessary
* Liaise with the Practice’s professional advisors on all relevant matters, including accountants and legal advisors
* To manage Partnership changes including retirements, new appointments, legal and financial matters
* Maintain and update Partnership documents including Partnership Agreements and premises lease etc.
* To deal with matters of CQC registration in conjunction with the designated Lead Partner
* Ensure appropriate indemnity cover is maintained at all times for all relevant staff and GPs
* To act as the formal representative of the Practice as and when required

**Financial Management**

* Manage Practice finances with the overall aim of maximising income and reducing costs
* Understand and brief Partners and other staff on the financial impact of contractual changes
* Manage the Practice’s monthly accounts, including submission of appropriate documentation etc to the accountant to permit preparation of the Practice’s formal annual accounts. Also, to deal with any queries or issues raised by the accountant during the annual accounts preparation process
* Prepare and submit claims for work done to the CCG and/or NHSE as appropriate
* Prepare monthly payroll submissions to the Practice’s payroll provider and maintain all appropriate records
* Manage the Practice’s monthly VAT submissions

**HUMAN RESOURCES**

* To be responsible for the operation of appropriate HR/staff/pension records systems including review of all associated policies and procedures
* Oversee the recruitment of new staff as and when necessary, including an effective induction process for joiners
* Process staff leavers including removal from payroll and pensions systems
* Ensure appropriate staffing levels and skill mix within the Practice departmental teams
* Arrange, oversee and evaluate staff training programmes to ensure all staff are appropriately trained to fulfil their role
* Ensure effective staff appraisal systems are conducted annually
* Operate effective systems for the resolution of grievances and disciplinary matters, including seeking professional advice where necessary and appropriate
* Support and mentor staff both as individuals and as team members

**Information Technology**

* Oversee the implementation and ongoing usage of Practice IT systems, including evaluating new systems and providing guidance to Partners and staff as appropriate
* To ensure the Practice has effective data management and security processes in place which are regularly reviewed and updated as necessary and appropriate
* To oversee the Practice’s annual Data Security Toolkit submission
* To oversee standards for data entry and collection, ensuring data is captured and recorded in an accurate, proportional and legal manner

**STRATEGIC MANAGEMENT**

* To maintain awareness of changes in national and local health policy, identifying opportunities and potential threats/pitfalls
* To contribute to the formulation and implementation of Practice strategy and objectives, including development of proposals for the future growth and development of the Practice
* To develop and maintain effective communication with other partners in the local health economy, ensuring that the Practice is well-placed to contribute to debate and discussion and to play its full role in organisations such as the local Primary Care Network

**PATIENT SERVICES**

* To oversee the development and maintenance of Practice information for patients, including the Practice’s website, social media presence and Practice leaflets
* To liaise with the Practice’s Patient Participation Group on an ongoing basis and ensure timely and appropriate communication with the Group
* To oversee the Practice systems for collecting and collating patient feedback (such as monthly submissions for the Friends and Family Test etc)
* To operate the Practice’s Complaints and Critical Incident systems, ensuring incidents are investigated correctly and thoroughly and timely responses are provided to patients

**PRACTICE PREMISES**

* To take overall responsibility for the operation and maintenance of the Practice premises, including liaising with the Landlord and contractors as necessary and appropriate
* To oversee Practice security measures and ensure systems are maintained and updated as appropriate
* To arrange routine and ad hoc maintenance and decorating activity, ensuring that the Practice’s obligations under Health & Safety legislation and the terms of the Lease are performed correctly and appropriately

**EQUALITY AND DIVERSITY**

* Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
* Enable others to promote equality and diversity in a non-discriminatory culture.
* Support people who need assistance in exercising their rights.
* Act as a role model in the observance of equality and diversity good practice.
* Accept the rights of individuals to choose their care providers participate in care and refuse care.
* Assist patients from marginalised groups to access quality care.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**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
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They will also 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
* 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

**HEALTH & SAFETY**

The post-holder will ensure the promotion and management their own and others’ health and safety and infection control as defined in the Practice’s Health & Safety Policy, the Practice’s Infection Control policy and published procedures. This may include (but will not be limited to): -

* Act as a role model in the observance of good practice.
* Using personal security systems within the workplace according to Practice guidelines.
* Awareness of national standards of infection control and cleanliness and regulatory/contractual/professional requirements, and good practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across both clinical and non-clinical process.
* Actively identifying, reporting and correcting health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general/patient areas generally clean and in an appropriate condition for use, identifying issues and hazards/risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with Partners and other staff.
* Undertaking periodic infection control training.

**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 an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**QUALITY**

The post-holder will strive to maintain quality within the Practice, and will: -

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

**CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES**

The post-holder will: -

* Apply Practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

**OTHER TASKS**

* Any other duties within the general scope of the post and appropriate to the grading as may be required from time to time.
* All staff are expected to work in a flexible way when the occasion arises and where tasks which are not specifically covered in this job description have to be undertaken.
* This job description is not exhaustive and may be adjusted periodically to reflect ongoing changes in job requirements and Practice circumstances. Major changes in duties will be discussed with the post holder before implementation

October 2024