

JOB DESCRIPTION

JOB TITLE: PRACTICE MANAGER (TETBURY)

REPORTS TO: THE PARTNERS

HOURS: Part Time (30 Hours a week)

Job Summary:

- Working as part of the Leadership Team with the Partners, responsibility for the smooth, efficient and profitable running of the multi-sited Practice, maintaining a happy and committed team and high quality patient experience.
- To provide general guidance to the partners on any NHS and CQC developments and legislative changes, which may affect the general management of the Practice
- Having specific responsibility for all personnel issues, information governance and policies and procedures
- Management of the Locality Frailty Service

Job responsibilities:

Operational Management

- Implementing new initiatives to continuously improve the efficiency and effectiveness of the practice ensuring appropriate manpower is available.
- Ensuring immediate issues that arise during the working day, e.g. patient, staff, doctor, premises issues and dealt with in an appropriate and timely manner.
- Ensuring effective communication between all team members including GPs, Nurses, and non-clinical staff.
- Responsible for maintaining effective relationships with external organisations, i.e. Westonbirt School.
- Responding to, and notifying relevant personnel on risk management issues that are sent from external sources.
- Monitoring Quality Improvement Activity, ensuring records are kept of discussions and learning actions.
- Managing patient complaints raised by Tetbury patients, conducting investigations and maintaining records. Feeding into the annual complaints review process.

- Overall responsibility for ensuring that buildings, services and facilities at Tetbury Surgery are effectively maintained.
- Acting as the surgery's Health and Safety Officer, overseeing the nominated Fire Officer and ensuring that all health and safety legislation and fire procedures are correctly followed.
- Main contact for the leases on the premises at Tetbury Surgery
- Supporting the Practice in major building projects.

Personnel Management

- Direct line management for staff based at Tetbury Surgery
- Overseeing the H/R function for the Practice, ensuring contracts of employment are provided to all staff, that all relevant employment legislation is followed and ensuring the Practice's employment policies and procedures are comprehensive and up to date.
- Providing advice and guidance on all personnel and partnership issues, including retirements and recruitments of new staff/partners
- Responsible for GP recruitment, including arranging adverts, interviews, post-employment paperwork, inductions etc.
- Supporting salaried GP, nurse and non-clinical recruitment, placing adverts and ensuring compliance with the Practice recruitment process.
- Supporting staff contract changes and ensuring appropriate documentation.
- Responsible for ensuring compliance of all non-staff with the appraisal process, ensuring full records are maintained.
- Responsible for the accurate monthly running of the payroll, ensuring payments are made correctly and on time and maintaining full payment records.
- Responsible for the Practices interface with the NHS Pensions Agency, with regard to new starters, pension contributions, retirements and leavers.
- Arranging DBS checks, as required.
- Updating workforce data on the Primary Care Web Tool.
- Organising monthly Protected Learning Time (PLT) sessions, including annual Resus and Safeguarding training.
- Lead contact for the Patient Participation Group (PPG)
- Quarterly production of the staff newsletter.

Information Governance

- Responsible for all matters relating to Information Governance and Data Sharing
- Responsible for the Data Protection registration and renewal and the Information Governance Toolkit

Policies and Procedures

- Responsible for ensuring the review of all Policies and Procedures and communicating any changes to Practice staff.
- Implementation of any new Policies and Procedures and ensuring information is available, as appropriate.

Frailty Service

- Responsible for management of the Frailty Service Contract
- Responsible for H/R and operational support for the Frailty Service
- Attendance at Frailty Service meetings

Meetings

- Attending weekly Practice Meetings.
- Organising and chairing bi-monthly meetings with Team Co-ordinators
- Attending Quarterly Practice Business Meetings
- Attending Away Days
- Attending Locality Practice Manager meetings
- Attending Countywide Practice Manager events.
- Meeting with individual GPs, as required.
- Acting on any attributed actions arising out of the various meetings.

Future Planning

- Provide strategic leadership to the Practice to ensure an effective long term plan.
- Keeping abreast of developments within the NHS that may have implications for the Practice or individual partners and offering options for consideration by the partners

Dispensing

- Working with the dispensers to ensure that all targets are met for the Dispensing Services Quality Scheme.

Care Quality Commission

- Responsibility for maintaining compliance standards and hosting visits.

Communication and External Relationships

- Developing and maintaining effective communication between teams within the Practice to ensure a high standard of information flow.
- Ensuring efficient internal and external communications

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 may 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 implement and lead on the full range of promotion and management their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business

- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, 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 other sector managers
- Undertaking periodic infection control training (minimum annually)
- Routine management of own team / team areas, and maintenance of work space standards

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- 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.

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

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

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