



Practice Manager Job Description and Person Specification

Job title	Practice Manager
Line manager	Partnership Team
Hours per week	Full time
Remuneration	Dependent on experience

Job summary

The practice Manager is responsible for the smooth and efficient running of Stafford Medical Group, a c11000 strong surgery providing day to day operational support as well as strategic planning. This is a hands-on operational role and so the post holder will be responsible for implementing and managing efficient processes and pathways, managing staff and acting as a flexible administrative resource to actively support patients and clinicians to provide a high level of service.

The post holder is responsible for the recruitment, development, line management, training, mentoring and leadership of the primary care clinical and admin teams, including shared posts which may cross boundaries into other provider organisations.

Primary responsibilities

Long-term Planning and day to day Practice management

- Develop and lead the transformation the practice to ensure long term sustainability and efficiency
- Develop working at scale and ensure maximum effectiveness within this model.
- Strategic view of, and ownership of, QOF and Enhanced Services
- Ownership of all company policies including Business Continuity Plan

Organisational Leadership and Development

- Long term organisational planning
- Manage organisational risk including upkeep of central risk register with regular reports to the partners

Financial and Business Development

- Finance – ensure adherence to agreed budget.
- Contract Management – Advise on contracts and make recommendations

People Management, Workforce Planning, Appraisals, and Culture Development

- Link with HR department to ensure sustainable workforce planning, recruitment & retention model is in place. Ensure strategies and processes are in place for effective utilisation of staff – drive efficiencies
- Complete regular performance reviews and annual appraisals with practice team
- Contribute to a no-blame culture where excellence is sought and quality and consistency of services is achieved
- Treat colleagues, patients and visitors with dignity and respect at all times
- Support and Lead employee relations issues within practice with the support of HR
- Recruitment and succession planning within Practice with the support of HR

Governance and Compliance Excellence

- Infection prevention control lead
- Information Governance – Ensure compliance with all internal policies throughout the practices
- CQC Compliance – Ensure all requirements of CQC registration are met
- Maintain confidentiality at all times ensuring you adhere to all Information Governance and Data Protection standards
- Ensure all quality improvement action plans are adhered to at all times

Development and Management of Effective Partnerships – Internal and External

- Manage relationships with other local providers to patient population
- Support relationship with local ICB, Council, NHS England and other bodies.
- Attend relevant meetings & forums both internal and external
- Manage relationship with landlords as required
- Support patient participation group(s) and patient engagement; Ensure patients are at the centre of everything we do
- Work collaboratively with colleagues for the benefit of the patients and organisation
- Proactively be a champion for Pier Health Group

Process Development & Problem solving

- Ensure effective clinical models are implemented and refined to deliver care based upon patient needs and demand
- Ensure appropriate processes in place to manage assets and facilities



- Advise on escalated or serious complaints, near-misses and significant events to ensure learning is shared across the group.
- Specific project management as agreed with partners.

Effective Communication and Working Relationships

- Effective communications and knowledge sharing with staff within Pier Health Group practices.
- Effective communications and liaison with external stakeholders such as PCN, ICB or Health & Social Care providers.
- Effective working relationships with Managers and Staff at all levels and locations within the Pier Health Group
- Effective working relationships with patients and their carers / representatives
- Effective working relationships with GPs and Allied Health Care Professionals
- Responding to transformation and changes in primary care service delivery

The person specification for this role is detailed below.

Person specification		
Qualifications	Essential	Desirable
Educated to degree level or equivalent		✓
Management and Leadership experience	✓	
Experience	Essential	Desirable
Experience of working in a health care setting		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Good IT skills	✓	
Clear, empathetic manner	✓	
Good knowledge of MS Office and Outlook		✓
EMIS/Systemone/Vision user skills		✓
Effective time management (planning and organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal qualities	Essential	Desirable
Inclusive and diverse thinker	✓	
Flexible and cooperative	✓	
Motivated	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	



Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own home	✓	

Generic responsibilities

Equality, Diversity and Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This PCN is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.



Confidentiality

The PCN and associated practices are committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of PCN outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.

The responsibility for this rests with everyone working within the PCN and practices to look for opportunities to improve quality and share good practice and to discuss highlight and work with the team to create opportunities to improve patient care.

Pier Health Group continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by their manager. It is an expectation for this post holder to assess and discuss their own learning needs and once agreed undertake learning as appropriate.

The post holder will disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g. courses and conferences).

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working. To work effectively with others to clearly define values, direction and policies impacting upon care delivery

Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within PCN and local practice policies and regional directives, ensuring protocols are adhered to at all times.

Security

The security of the practice is the responsibility of all personnel. The post holder must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager.



Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct

At Pier Health all our staff are required to be professional at all times.