

FRAMLINGHAM SURGERY JOB DESCRIPTION

JOB TITLE: Practice Manager (maternity leave cover)
REPORTS TO: GP Partners
HOURS: 2-3 days per week

Job Summary:

Provide leadership and management skills to enable the Practice to meet its agreed aims and objectives within a profitable, efficient, safe and effective working environment.

Responsibilities:

Strategic management and planning

The post holder will:

- Keep abreast of current affairs and identify potential threats and opportunities
- Contribute to practice strategy; formulate objectives and research and develop ideas for future practice development
- Monitor and evaluate performance of the practice team against objectives; identify and manage change
- Develop and maintain effective communication both within the practice and with relevant outside agencies
- Management of all external PR activities for the practice and internal communications such as the Weekly Update email to all staff
- Close working relationship with the Deben Health Group Practice Managers', CCG, Suffolk Federation and LMC and other relevant bodies
- Prepare and annually update the practice development plan, and oversee the implementation of the aims and objectives
- Assess and evaluate accommodation requirements and manage development and expansion plans

Human Resources

Ensure the smooth running of the surgeries through adequate staffing levels, including co-ordinating the doctor's annual leave and time away from the practice. Supporting department leads to enable a consistent and continual level of cover during absences. Take responsibility for staff induction, on-going personal development plans and staff appraisals.

- Oversee the recruitment and retention of staff and provide general personnel management
- Ensure that all staff are legally and gainfully employed. Monitor skill-mix and deployment of staff
- Manage staffing levels within target budgets
- Direct management for Team Leads in all departments
- Evaluate, organise and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role
- Develop and implement effective staff appraisal and monitoring systems
- Support and mentor staff, both as individuals and as team members
- Implement effective systems for the resolution of disputes and grievances
- Keep abreast of changes in employment legislation
- Maintain up-to-date HR documentation (including job descriptions, employment contracts and employment policies)
- Overall management of the administrative staff and non-clinical management of nursing staff in conjunction with the Team Leads
- Ensure contracts of employment are provided to all staff and that all relevant legislation is followed

Organisational

- Convene meetings, prepare agendas and ensure distribution of minutes as necessary
- Ensure that Practice premises are properly maintained and cleaned, and that adequate fire prevention and security systems are in place
- Organise appropriate cover for meetings and other absence.
- Develop Practice protocols and procedures, review and update as required
- Ensure that all services are delivered within the NHS and local contracts
- Develop and review Health & Safety policies and procedures and keep abreast of current legislation
- Ensure that the Practice has adequate and robust disaster recovery procedures in place
- Ensure all staff and doctors are kept informed of all policy/protocol/procedures and guidance changes

Patient Services

- Adopt a strategic approach to the development and management of patient services
- Ensure service development and delivery is in accordance with local and national guidelines
- Ensure that the Practice complies with NHS contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Oversee and/or develop and manage an effective appointments systems
- Routinely monitor and assess Practice performance against patient access and demand management targets
- Manage an effective complaints management system – with close liaison with GP Partners
- Support, develop and liaise with the Practice Patient Participation Group
- Liaise with patient groups/PALS

Health and Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security, throughout the organisation, as defined in the Practice Health & Safety Policy, to include:

- 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
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified
- Conducting and delegating where appropriate all Risk Assessments required for areas including Health & Safety, Violent Patients, Stress, Maternity, Fire etc as required
- Act as main contact for Health and Safety throughout the organisation
- Ensure that the Practice complies with aspects of Health & Safety legislation

Premises and Equipment

To assume responsibility for the management of the practice buildings. This will include facilities management, equipment, maintenance, security and overall operations, liaising with external contractors as required.

- Maintaining standards of cleaning and hygiene throughout the building
- Responsibility for the operational management of the building including out of hours contact, security, access and weekend working
- Maximising available space to achieve the optimum use of the building, meeting the reasonable demands of occupiers for facilities
- Meeting the needs of the occupants and visitors to the building
- Gardening / car park / premises control and security, including key holding and out of hours key holder duties
- Ensuring that the building complies with all aspects of legislation and best practice

- Ensure equipment complies with appropriate legislation (e.g. Health and safety, portable appliance testing of own equipment etc).
- Assume responsibility for the common parts, items of equipment, e.g. fixed wiring testing, fire risk assessment etc
- Co-ordinate remodelling and room moves as required

Additional duties:

- Management of Annual Leave for Team Leads
- Organisation of weekly Partners meeting, agenda and circulation of minutes and completing of actions as required
- Daily monitoring and processing of PM email account and action as required
- Dealing with all internal and external PM post
- Monthly Diabetic Eye Screening download – via remote login

Governance and Quality

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.

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 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

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 recognise 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 appropriately
- Keep partners abreast of forthcoming changes in the NHS and giving options for responding to change

- Ensure efficient internal and external communication including being the point of contact for external organisations in conjunction with the GP Partners

Services

The post holder will:

Apply Practice policies, protocols, standards and guidance and discuss with team members how these affect their own work.

Participate in audits where appropriate.

Signed by Employee:

Name:

Date:
