JOB TITLE: PRACTICE MANAGER

REPORTS TO: THE PARTNERS

HOURS: 30 – 35 per week over 5 days

Job Summary:

Provide leadership and management to enable the Practice to meet its agreed aims and objectives within a profitable, efficient, safe and effective working environment and maintaining a happy and committed team. Main areas of responsibility being premises, staffing levels, staff development, marketing and day to day running of the surgeries.

Premises overview:

To assume responsibility for the management of the buildings, supporting and balancing the needs of the occupiers and other external and internal influences. This will include facilities management, equipment, maintenance of common parts, security and overall operations, liaising with external contractors as required.

Premises and Equipment:

- Maintaining standards of cleaning and hygiene throughout the building
- Negotiation and renewal of third-party contractual arrangements
- Responsibility for the operational management of the building including out of hours contact, security, access and weekend working
- Establishing a system of control for the booking of the common rooms and facilities to meet the needs of the occupiers
- 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
- Maintenance of common equipment e.g. kitchen utilities, sanitary facilities etc
- 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
- Ensure that the Practice complies with aspects of Health & Safety legislation
- Co-ordinate remodelling and room moves as required
- Organise insurance cover for building, contents, computers ensuring periodic review of cover
Staffing overview:

Ensure the smooth running of the surgeries through adequate staffing levels, including co-ordinating the doctors’ annual leave and time away from the Practice. Support departmental managers for the nurses, reception staff and dispensary to enable a consistent and continual level of cover during absences. Take responsibility for staff inductions, ongoing personal development plans and staff appraisals.

Human Resources:

- Oversee the recruitment and retention of staff and provide a general personnel management service
- Ensure that all staff are legally and gainfully employed. Monitor skill-mix and deployment of staff
- Manage staffing levels
- Evaluate, organize 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
- Workload and staff development planning.
- Develop and maintain the staff database

Personnel and Training:

- Manage the administrative staff and non-clinical management of nursing staff and taking lead responsibility in staff appraisal and in organising recruitment selection and training
- Ensure contracts of employment are provided to all staff and that all relevant employment legislation is followed.
- Ensure all to staff have job descriptions that are updated appropriately and promptly when changes are introduced
- Make sure all employment checks and Smart cards are applied for at commencement of employment

Social:

- Organise Christmas Party and other social events
- Arrange gifts and cards for staff leaving, marriages, births and birthdays

Contract Staff:

- Negotiate contracts contract with external suppliers
- Organise systems for the services they provide
- Deal with difficulties/complaints
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Information and communication:

- Communicate effectively with other team members
- Keep the partners abreast of forthcoming changes in the NHS and giving them options for responding to change in conjunction with the Business Manager

External Relationships:

- Ensure efficient internal and external communication including being the point of contact for the Primary Care Organisation, solicitors, accountants and other bodies in conjunction with the Business Manager

Organisational:

- Convene meetings, prepare agendas and ensure distribution of minutes as necessary
- Individual and approval of visiting speakers / sponsorship of meetings and training
- Organise appropriate cover for meetings and awaydays
- Develop Practice protocols and procedures, review and update as required
- Ensure that Practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place
- Manage the procurement of Practice equipment, supplies and services
- Develop and review Health & Safety policies and procedures and keep abreast of current legislation
- Ensure that the Practice has adequate disaster recovery procedures in place
- Arrange appropriate maintenance for Practice equipment
- Ensure all staff and doctors are kept informed on all policy changes

Patient Services:

- Oversee and/or develop and manage an effective appointments systems
- Oversee and/or organise surgery timetables, duty rotas and holiday cover
- Routinely monitor and assess Practice performance against patient access and demand management targets

Information Management and Technology:

- Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
- Maintain the Practice’s/NHS Choices websites.
- Review and update the Practice publicity and health education material
- Analyse appointments looking at supply and demand, liaise with the partners in regards to findings and implement appropriate changes
• Maintain Practice Websites
• Change telephone messages as required
• In conjunction with the Business Manager, establish a set of protocols for the Practice, to ensure the accurate input of data and enable access of information as necessary
• Training of all present and new staff in computer techniques and implementing all necessary software updates and renewals
• Maintain adequate attendance of training courses or communication with the Computer System Supplier, to ensure that your own standards of capability are high
• Be responsible for the establishment of training program for all personnel to ensure competence in their own particular fields of usage
• Establish a protocol for alarms and to ensure that this protocol is followed. This should included matters such as back-up, equipment maintenance, safety, etc
• Maintain awareness within the Practice of health and safety matters, particularly regarding computer usage. If necessary conduct a training program for personnel with regard to this
• Arrange the appointment templates for the Doctors, nurse, counsellor chiropodist, diabetic nurse, etc.
• To assist in general office duties and reception work as required due to absence or annual leave.

Advertising and marketing the Practice:

• Develop, maintain and market new and existing services
• Produce the monthly adverts for the local press
• Produce posters as and when required for public information
• Liaise with designers & printers regarding changes to signage and marketing material

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:

- Use personal security systems within the workplace according to Practice guidelines
- Identify the risks involved in work activities and undertaking such activities in a way that manages those risks
- Make effective use of training to update knowledge and skills
- Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Report potential risks identified

Equality and Diversity:

- Act 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
- Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behave in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Quality:

- 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:

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

Contribution to the Implementation of Services:

- Write and 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
Patients:

- Develop and maintain new and existing services
- Evaluate suggestions
- Co-ordinate provision of health information systems.
- Deal with difficulties/complaints

Purchasing:

- Purchase of equipment
- Manage purchase of supplies
- Develop systems and procedures to ensure adequate and timely supply of administrative stock

Other Organisations:

Liaise with:

- HA - Finance, Primary Care Directorate, Registrations
- Voluntary agencies
- Social Services
- Hospitals and secondary care providers
- Local practices