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JOB DESCRIPTION

JOB TITLE: Practice Manager
HOURS: Full time
REPORTS TO The Partners

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.

Responsible For:

All non-medical staff of the practice; the practice nurses will be responsible to the practice manager for the non-clinical duties of their posts.

Job Responsibilities:

Human Resources

- Be aware of current employment law legislation
- Take lead responsibility in staff appraisals. Organise recruitment selection and training
- Issue Job Descriptions and Contracts of Employment to new members of staff which must be signed prior to commencement of their employment with the practice.
- Maintain the practice's employment policies and procedures to comply with all relevant employment legislation.
- Act as Line Manager to the Patient Services Manager, IT Co-ordinator, Data Clerks, and Secretaries. Conduct appraisals and ensure effective and efficient

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working procedures are in place. Oversee the management of the reception team and the non-clinical management of nursing staff.

- Evaluate, organise and oversee staff induction and training, ensuring that all staff are adequately trained to fulfil their role
- Monitor skill-mix and deployment of staff
- Support and mentor staff, both as individuals and as team members
- Implement effective systems for the resolution of dispute and grievances which comply with current legislation.

Financial Management

- Manage the online accounting system and oversee all other financial aspects of the practice including the payroll and NHS Pension Scheme arrangements.
- Ensure that all income and expenditure due to or made by the practice is received and recorded in the accounts.
- Produce monthly financial reports for the partners.
- Manage and reconcile all bank accounts.
- Negotiate/liaise with the practice bankers to ensure best terms and conditions.
- Manage partners' drawings and maintain adequate savings in a high interest account to meet their taxation demands in January and July of each year.
- Prepare end of year accounts and arrange for their delivery to the Accountants. Liaise with Sandisons and plan annual accounts meeting.
- Liaise with PPSA regarding Specialist Trainee's salary and organise payment via practice payroll.
- Complete and return Enhanced Services returns on a quarterly and annual basis. Monitor service level agreement and confirm correct payments received.

Organisational

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- Convene meetings, prepare agendas and ensure distribution of minutes as necessary.
- 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.
- Confirm that regular testing and maintenance of intruder and fire alarms has taken place. Arrange appropriate maintenance and calibration of practice equipment.
- Undertake an effective operational review of health and safety procedures within the practice and be responsible for effective security measures to protect the staff, practice members, patients and the general public.
- Manage the procurement of practice equipment, supplies and services within target budgets.
- Make sure that the practice has adequate disaster recovery procedures in place together with an up to date Asset Register
- Maintain full and comprehensive insurance cover for the building and its contents, including public and employers liability.
- Adopt a strategic approach to the development and management of patient services.
- Discuss Flu vaccine requirements with the Nurse Lead. Negotiate maximum discount and delivery schedule with supplier and secure order. Plan and implement clinics. Ensure that the targeted population is invited to attend. Audit and review.
- Have a full understanding of the Quality and Outcomes Framework and in conjunction with the lead partner ensure that standards are achieved. Upload organisational data onto the QMAS site by the end of the financial year.
- Keep abreast of new changes and opportunities in the NHS and produce workable solutions to liaise with the Partners.

Information Management and Technology

- Confirm that the system is maintained in good condition and upgrades installed promptly. Ensure daily, monthly and quarterly back-ups are taken.

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- Have an up to date understanding of practice IT and liaise with practice staff regarding its use and procedures.
- Be aware of and oversee the implementation of any new systems after discussion with the partners.
- Ensure adherence to the requirements of the Data Protection Act and maintain registration under the Date Protection Act.
- Act as Registration Authority Agent for the issuing of smartcards with correct user roles to all members of staff and partners. Keep information up to date. Ensure staff and partners comply with the Smartcard protocol.

Practice Communication and Information

- Be aware of any Primary Care Trust developments and inform the partnership.
- Organise and attend Partners' Meetings. Take and circulate minutes arising from these meetings and ensure, in conjunction with the Chairman, that action is taken from matters arising.
- Receive any visitors to the Practice. Liaise with attached members of the Primary Care Staff.
- Publish the Practice Leaflet and keep up to date.
- Produce Practice Newsletters.
- Regularly update the practice website and intranet.
- Be aware of and update / liaise with the Patient Reference Group

Complaints Procedure

- Implement the Practice Complaints Procedure. Investigate all complaints thoroughly and keep the partners informed at all times. Wherever possible, facilitate a satisfactory resolution of any complaint received. Keep all documentation on file. Regularly audit the complaints and make any changes necessary to systems or processes where a need for improvement has been identified. Liaise with the Complaints Manager at the Primary Care Shared Services if necessary.

Charitable Trust

Prepare the accounts and act as Secretary for the Trust. Keep accurate accounts of money donated and used by the charity. Keep minutes of any meetings. Complete annual returns to the Charity Commissioners. Arrange for transfer of money from Charitable Trust account when items purchased.

QUIBERON HEALTH LTD

Act as Company Secretary and comply with the rules laid down by Companies House. Produce annual reports and accounts in a timely fashion.

October 2011