



## JOB DESCRIPTION

Job Title	Practice Manager
Location	Primary Care Site (Leeds)
Report to	Deputy Director of Service Delivery
Hours	Full Time – 40 Hours per week (Flexible working options will be considered)

## JOB SUMMARY

At OneMedical Group we believe in great people being set up to succeed. We thrive when our people thrive. As such we are currently looking for a Practice Manager to support the Director/ Deputy Director of Service Delivery in pushing forwards OnePrimaryCare to help achieve our strategic vision and objectives.

The ideal person for the job will have Primary care experience and be able to run the Practice both operationally and financially. You will be professional, ambitious, with a high level of social skill; a proactive problem solver with exceptional communication skills and a meticulous attention to detail. They will have extensive previous experience working in a similar Practice Management role and working specifically within general practice.

The post holder will be responsible for maintaining and growing the service; in addition to ensuring that the day-to-day operations of the Practice runs smoothly. They will manage and coordinate all aspects of practice functionality, motivating and managing staff, communicating the vision and ethos to both staff and external stakeholders, optimising efficiency and financial performance.

They are responsible for ensuring that effective methods are put into place so that OneMedicalGroup runs to its maximum productivity. As with all senior managers within the group, the Practice Manager is expected to harness a working environment which encourages team work, energy and creativity.

The post holder will seek to make a positive difference at work every day and believe in the culture and vision of the company; to improve lives for patients, our colleagues and our communities by putting people first, working together towards a better future.



## JOB RESPONSIBILITIES

### Overall

- Provide quality leadership and support to the site team, ensuring all staff understand and implement our innovative approach to providing holistic care and positive patient outcomes.
- Develop and maintain sound, positive and effective relationships with all key stakeholders who may come in contact with our services, whilst promoting our services within the local community, developing new contacts, and building new relationships.
- Produce monthly performance reports both operational and financial
- Deliver business growth at the site
- Be responsible for implementing local and practice quality standards for chronic disease management, Key Performance Indicators, Direct Enhanced Services and Local Enhanced Services. To monitor and report on these indicators in accordance with CCG and practice requirements
- Increase the list size in the practice by offering the best service to patients.
- Fully engage with the budgetary setting process and will be responsible for the financial performance of the site, working alongside the Finance Director to deliver viable and sustainable services
- Maximise income through Enhanced Services (Local, Direct and National) /PPA/Prevalence/Quality and Outcomes Framework
- Ensuring that all income and expenditure due to or made by the practice is received or recorded and submitted to the Support Centre to enable preparation of financial reports
- Manage appropriate systems for handling and recording of cash and cheques and petty cash
- Oversee and manage various systems such as appointment and repeat prescription system to ensure smooth running of the service
- Ensure the relevant clinical procedures and systems are in place
- Manage surgery timetables, duty rotas and holiday cover
- Routinely monitor and assess practice performance against patient access and demand management targets
- Maintain registration policies and monitor patient turnover and capitation
- Ensure key performance indicators are met for the site, pro-actively anticipating and highlighting any operating issues and deploying appropriate and timely strategies to resolve.
- Ensure that the practice complies with NHS contractual obligations in relation to patient care
- Deliver regulatory compliance and review any audit or inspection reports and recommendations ensuring compliance with all statutory regulatory bodies and company policies and procedures, responding to and acting upon any recommendations from CQC as well as complaints from patients.





- Review and respond to all Incident Reports at the site and raise any clinical concerns with the Director of Professions/the Professions Team.
- Ensure appropriate leads are in place for roles such as Safeguarding Lead
- Ensure mandatory training (clinical and systems) for all staff
- Monitor skill-mix and manage staffing levels
- Oversee Information Management & Technology Premises Management, Health & Safety (Infrastructure) with relevant internal stakeholders
- Ensure effective staff 121's and appraisals are conducted
- Ensure adherence to protocols and procedures
- Keep abreast of the latest developments in Primary Care Information Management & Technology including Department of Health initiatives that are rolled out within General Practice

## Communication

The post-holder needs to demonstrate the ability to communicate effectively, both within the team and with external stakeholders within the health and care landscape. The post-holder must strive to:

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

## 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 recognises the importance of people's rights, interpreting them in a way that is consistent with OneMedicalGroup 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.

## Quality

The post-holder will strive to improve and maintain quality, 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

## Health & Safety

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

- Using security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

## Confidentiality

- 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, OneMedical staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.
- The post holder will be required to adhere to their confidentiality agreement at all times.

## Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.