



JOB DESCRIPTION	
Job Title	Contracts Performance Manager
Location	Bank Top Farm
Reports To	Finance Director

JOB SUMMARY

This position is based within the Central Support Team, supporting our NHS Services division to ensure that our General Practices are contractually compliant and are performing well against their contracts.

The post holder will work directly with Business Managers to ensure that their service is performing well and maximising income. They will check the income that we are claiming, ensure they are correct and look for any gaps. The post holder will audit the claims and ensure this is fed back to the Business Manager.

The Contracts Performance Manager will feedback to Finance on how each service is delivering against their contract and available income, whilst also reporting back to the Director of NHS Services.

The post holder will support OneMedical Group to achieve our vision and values:

- Putting people first
- Working together
- A better future

Job Responsibilities



- Provide Assurance to Finance and NHS Services that all primary care services are:
 - Contractually compliant against APMS/ GMS requirements
 - Ensure the services are signed up to all income generating opportunities to ensure we are maximising income streams including Local/ Direct Enhanced Services
 - To understand and ensure we are putting in FP34 claims
- To have a good understanding of:
 - PCN funding arrangements for example ARRS and IIF
 - QOF and QIS achievement and monitoring
- Attend Contract review meetings with our commissioners
- To oversee and audit patient searches to ensure all income streams are being claimed for and maximised
- To work with Business Intelligence to make sure all relevant data is pulled from the Clinical System to support the maximisation of income
- Work with Business Intelligence to put in place monitoring and tracking processes for Contract Performance
- To understand GMS and APMS contracts and is able to keep up to date with Primary Care Developments, at a local, regional and national level
- To understand any changes to income opportunities at Local, regional and National level
- To make sure any new funding streams are reviewed and implemented where possible
- To contractually performance manage all Primary Care Services within NHS Services
- To support site level Contract Performance Managers (where appropriate)
- To work directly with our commissioners and ensure that we have strong relationships
- Keep up to date with any changes to the income schemes such as QOF and ensure information is disseminated to sites to manage and implement any necessary process changes to continue to achieve the income
- To work with the Business Managers to ensure that searches are completed to maximise QOF and Enhanced Services income. Running data quality searches to identify missed claims and ensuring Business Managers correct the data for the claims.
- To communicate changes to all relevant staff, identifying any training needs and to be the first point of contact for contract queries
- To support our Business Managers with the development of their knowledge and experience in relation to contract performance and income streams
- To be able to engage with CCG/ICS to clarify on claims accuracies/processes and interpretation of national guidance
- To be able to develop, build upon and engage with our key internal and



external stakeholders for example Business Intelligence and our Commissioners

General Information and Responsibilities

Infection Prevention and Control

The post holder must comply at all times with OneMedical Group Infection Control policies. Hand hygiene must be performed before and after contact with patients and their environment.

Communication

The post holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly
- Is able to confidently communicate with internal and external stakeholders

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 OneMedical Group 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
- Effectively manage own time, workload and resources, prioritising and seeking direction from the CMO when required.

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
- 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

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, OneMedical Group staff and other healthcare workers. They may also have access to information relating to OneMedical Group 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 may only be divulged to authorised persons in accordance with the company policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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.