



JOB DESCRIPTION

Job Title: Head of Primary Care

Department/Team/Service: OnePrimaryCare

Line Manager: Director of NHS Services

Hours: 40 hours per week

Job Purpose/Main responsibilities of role:

As Head of Primary Care, the post holder will be responsible for the management of all Primary Care services within the Group.

The post holder will work closely with the Head of Urgent Care and the wider NHS Services Senior Leadership team covering Quality and Transformation. The post holder will report to the Director of NHS Services and will be supported to ensure Primary care is efficient, effective, sustainable and providing high quality care.

As part of this role the post holder will develop and implement new ways of working, strategies and policies for Primary health care which will deliver high quality patient care and build capacity within services in order to promote health, prevent illness and manage chronic disease.

They will hold responsibility for managing and maintaining key external relationships and be involved in service contract meetings where applicable. As the group grows the individual will be involved both mobilisations and service developments.

As Head of Primary Care (PC) the postholder will line manage the Senior Operations Manager for PC, Clinical Leads, Practice Nurse Lead and Primary Care Development Lead. They will undertake regular 1-2-1's, annual appraisals, and return to works, whilst managing, with HR support, other people related processes.

The post holder will support One Primary Care to achieve our vision and values:

- Putting people first
- Working together
- A better future

1. Operational/ Main Responsibilities





- Manage Primary Care from a contractual and operational perspective
- Work with other key internal stakeholders to ensure efficient management of services and patients across Primary Care
- To support the tender process for sustainable Primary care contracts, whilst ensuring our current services are performing in line with existing contracts
- Through the process of performance monitoring of our Primary Care services the post holder will ensure our services are providing high quality care including delivery of national incentives/ initiatives, key national standards and local targets/ KPI's
- Take a lead in the control and monitoring of income and expenditure budgets across Primary care
- Monitor the outcomes of performance from the NHS SLT for Primary care, in regards to meeting targets on QOF, QIS and IIF etc.
- Support our services to plan/ change operating and workforce models to meet the needs of our populations (Neighborhoods), to meet population health management needs
- Will support the roll out of any changes to operating/ workforce models
- To enable services, support and question their decision making when looking at wider Multi-Disciplinary Team professionals which supports population health management and proactive care
- To work with the Director of NHS Services and People Director to forward plan for success within Primary care, including horizon scanning for opportunities and being aware of any changes to the people strategy
- Working closely with the Information and Systems Director, the post holder will ensure each Primary Care service is setup for success and is utilising the systems to their fullest potential
- To work closely with the Quality team to ensure we have effective means of collecting patient feedback, acting and learning from this
- Working closely with the Head of Business Development the post holder will support the bid process for Primary Care services, including being a subject matter expert when writing bids
- Will support the mobilisation of new services, including ensuring the right workforce model is in place and the service is being setup for success
- To support and undertake work for the Head of Urgent Care in their absence

2. Strategic

- Ensure appropriate strategies are in place to minimise any risks to our Primary care services
- Will contribute to shaping the vision of OnePrimaryCare, developing and then implementing the overarching strategy
- To be dynamic in thinking and looking at innovative ways of working within Primary Care
- Working with the Director of NHS Services, they will be involved in development of short, medium and long term plans/ strategies
- Ensure continuous development of services in line with OPC strategy
- Will be responsible for ensuring agreements for service provision are sustainable and effective for the patient population
- Responsible for delivery of all performance targets within Primary Care





- Ensure clinical services are delivered in line with commissioned activity and planned income, maintaining control of expenditure, improving value for money and ensuring continued service development
- Overall responsibility for the financial performance of all Primary Care services. Review the financial position of the Primary care services on a monthly basis to ensure financial resources are well controlled
- Lead the development and implementation of savings/ efficiency programmes, monitoring performance against this on a monthly basis and ensuring action plans are produced in the event that remedial action is required. Will ensure all opportunities to optimise income levels are pursued. This includes ensuring systems are in place across the groups primary care services to capture activity appropriately

3. Leadership

- To work as a key member within the NHS Senior Leadership Team, reporting to the Director of NHS Services
- Will be responsible for the management of the Primary Care NHS Services Senior Leadership team
- Provides visible leadership in a continuous quest for improving learning, performance and quality, promoting a clear sense of direction within primary care, fitting with the achievement of the Groups objectives and continuous improvement of services
- Communicate the Groups objectives, future plans, current progress against plans to all staff within primary care through different communication mechanisms

4. Knowledge, Training and Experience

- To understand Primary Care contracts, APMS, PMS and GMS
- To be able to challenge the norms within Primary care, by being innovative and solution focused
- To have experience in healthcare
- To be experienced in business management
- Have an understanding of risks and the ability to spot opportunities when managing a business

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.

