



## **JOB DESCRIPTION Practice General Manager**

**JOB TITLE:** PRACTICE GENERAL MANAGER

**REPORTS TO:** Business Lead GP partner and other partners

**HOURS:** Full time

### **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, and maintaining a happy and committed team. While there are many responsibilities to this role effective delegation is key to a successful practice and a happy and diverse team working to their strengths. The Practice Manager is seen as key to that being maintained and improved on.

### **Job Responsibilities:**

The post holder will:

- Keep abreast of current affairs and identify potential threats and opportunities
- Provide information requested by business lead partner and GPs promptly for evaluation by partners
- Monitor and evaluate performance of the Practice team against objectives; identify and manage change
- Develop and maintain effective communication both within the Practice and with relevant outside agencies
- Be aware of the range and providers of services for the Practice patients
- Ensure decisions made by the Partners are effectively communicated to all staff and required changes are implemented in a timely manner.
- Assess information coming into the practice and bring to weekly meeting with business lead GP. Develop pathways for commonly received material.
- Ensure an equitable division of workload between the admin staff.
- Be responsible for data protection and GDPR within the practice and keep up to date with legislation changes



- Ensure that the IT Systems in the practice are working well liaising with outside bodies where appropriate. Ensure all staff are trained appropriately and delegate IT responsibilities where appropriate.
- Liaise with the Local Health Board and Cluster

## **Financial Management**

- Work with the Finance manager to ensure the financial stability of the practice
- Respond to concerns about income shortfalls highlighted by the finance manager with relevant staff including dispensary staff in liaison with the responsible partners
- In the absence of the finance manager ensure pay role, PAYE for staff and pension contributions are paid.
- Be aware of the processes in place and projects in the finance manager remit

## **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
- Plan and implement improvements in training and responsibilities of non clinical staff to maintain and improve patient care.
- Manage staffing levels within target budgets
- Keep abreast of changes in employment legislation
- Manage performance issues with all non clinical staff.
- Support Clinical team leaders in HR issues relating to clinical staff.
- Be responsible for ensuring all staff including the Practice Manger have an annual appraisal
- Ensure rotas for clinical staff and non clinical staff are fit for purpose

## **Organisational**

- Convene Business and operation meetings, prepare agendas and ensure distribution of minutes in a timely manner
- Work effectively with the senior management to ensure workload is shared in an appropriate manner to meet set deadlines
- Develop Practice protocols and procedures, review and update as required
- Take responsibility for the clinical governance toolkit and engage all staff in its upkeep and achieving standards set by partners
- Arrange appropriate insurance cover



- 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 on a regular basis
- Manage the procurement of equipment, supplies and services within target budget
- Be responsible for the efficient working of all the practice sites and the standards in reception and dispensary with appropriate delegation and development of supervisors and other roles.

### **Patient Services**

- Respond to clinical guidance and support the development and management of patient services
- Ensure service development and delivery is in accordance with local and national guidelines
- Ensure that the Practice complies with NHS contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Liaise with patient groups/PALS
- Oversee the complaints process within the practice and ensure that it meets NHS best practice guidelines

### **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:**



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 personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking 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

### **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 recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice 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.

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

### **Quality:**

The post-holder will strive to maintain quality within the Practice, 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

### **Communication:**

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

- 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:**

The post-holder will:

- 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