

The logo for Southwell Medical Centre, consisting of a solid black square with the text "SOUTHWELL MEDICAL CENTRE" in white, uppercase, sans-serif font centered within it.

SOUTHWELL  
MEDICAL  
CENTRE

## Practice Manager

### Information for Applicants

1. An outline profile of the practice
2. An outline profile of the post
3. Person specification
4. Job Description

## 1. An outline profile of the practice

### Location

The practice is a semi-rural, part-dispensing practice operating from modern, purpose built premises in the historic market town of Southwell, Nottinghamshire. It is well placed for rail links and access to the motorway network. It is within easy travelling distance of Newark, Nottingham, Mansfield and Lincoln.

There is a good range of housing, schools, shops, sporting facilities and other public amenities.

This practice provides a service to residents of the town of Southwell and the villages within a 12 mile radius. On site there are community and attached staff, as well as a full complement of nursing and administrative staff supporting the GPs.

### The Practice and its Philosophy

This GMS (General Medical Services) practice has existed since 1947 and for eleven years has operated from the purpose-built health centre building. The practice has a current list size of 12,300 which continues to grow as a result of additional housing in the local area. The practice is part of the Newark & Sherwood CCG (Clinical Commissioning Group) and the Newark Primary Care Network (PCN). The practice has a mixed list of affluent middle class professionals as well as farm / equestrian workers and university students who are resident at the Brackenhurst Campus of Nottingham Trent University. The practice continues to aspire to meet the challenges and targets of the NHS and National Standards requirements. QOF (Quality and Outcomes Framework) points are consistently high. The practice is committed to improving working lives and is an equal opportunities employer.

The Southwell practice is a teaching practice and has both GP Specialist Trainees and students from Nottingham University Medical School.

### The Doctors

There are five full time partners:

**Dr Simon Reeves (Senior Partner)**

**Dr Rajeev Kalia (GP trainer)**

**Dr Chris David (GP trainer)**

**Dr Amit Bajracharya**

**Dr Chris Clarke**

### **Practice staff**

1 Practice Manager  
1 Deputy Practice Manager  
1 IT Manager  
1 Dispensary Manager  
1 Clinical Pharmacist  
7 Receptionists  
3 Secretaries  
3 Dispensers  
1 Summariser

### **Clinical staff**

1 Nurse Manager  
2 Practice Nurses  
5 Health Care Assistants  
1 Phlebotomist

### **Caretaker & Cleaners**

### **Staff attached to health centre**

District Nurses  
Diabetic Specialist Nurse  
Health Visitor  
Midwives  
School Nursing Team  
Continence Nurses  
Podiatrist  
Physiotherapist

### **Practice Premises**

Southwell Medical Centre was purpose built 14 years ago comprising 10 consulting rooms, 2 clinic rooms, 4 treatment rooms, 5 offices, a conference room and library, a health promotion room, a Physiotherapy/Podiatry room, waiting rooms and reception area.

### **Computing and Information Technology**

The practice uses the TPP SystmOne clinical computer system. The practice considers itself competent in the IT environment, but is looking for management input and support to enable the practice to grow and progress further, particularly in the area of IT process and systems development.

The practice currently uses SAGE for its payroll and XERO for its day-to-day accounts.

## **2. An Outline Profile of the Post**

The manager is a key person in the team and will be expected to demonstrate strong leadership, achieving practice goals by a combination of working with partners, personal involvement, motivation of staff and delegation.

The principal areas of responsibility and the qualities required of the manager are outlined in the job description. Whilst not expecting the person appointed to be an expert in all areas listed we do expect candidates to have good interpersonal qualities and be able to demonstrate experience and confidence in people management, finance and strategic systems development.

3.	<u>Practice Manager - Person Specification</u>		
	Requirement		Desirable
<b>Academic/ Vocational Qualifications</b>	1 Educated to A level standard or equivalent 2 Evidence of a commitment to continuing professional development	Relevant management or finance degree level qualification	
<b>Experience</b>	3 Experience of and success at communicating and managing people 4 Experience of working in teams and able to promote a team spirit 5 Good working knowledge of IT systems including Microsoft Word and Excel 6 Financial management experience and knowledge of accounting and payroll software 7 Experience as a business manager (or equivalent), with knowledge of employment law and small business accounts 8 Working in a confidential environment 9 Analysing and remodelling systems and processes to improve efficiencies	Management experience in the NHS or in General Practice Management	
<b>Skills</b>	10 Inter-personal skills 11 A “solutions focused” approach 12 Intelligent with a fast learning ability with an ability to develop systems 13 Excellent communication (oral and written) 14 Ability to listen and empathise 15 Leadership and people management skills 16 Good time management 17 Problem solving 18 Negotiating and managing conflict 19 Able to manage change and cope with pressure 20 Networking and facilitation	Working knowledge of small business accounts and payroll software such as Xero, Sage, Quickbooks etc.	

<p><b>Qualities</b></p>	<p>21 Good sense of humour, personable  22 Self-motivating and self-confident – able to work with minimal direction  23 Adaptable and innovative  24 Consultative management style  25 Enthusiastic, with energy and drive  26 Trustworthy, honest, reliable, caring and sympathetic  27 Vision and the ability to think strategically  28 Hard working, reliable and resourceful  29 Willing to work flexible hours as necessary  30 Calm, considered, steady approach  31 Diplomatic</p>	
<p><b>Other</b></p>	<p>32 Interest in health issues  33 Calm disposition Good health and stamina  34 Ability to work as part of a team and motivate others  35 Smart appearance and professional manner</p>	<p>Able to attend evening meetings and work unsociable hours subject to sufficient prior notice</p>

**The Principal Contract Terms**

- An annual salary in the range £36 - £45k
- The hours required will be commensurate with the salary, but will be based on 37 hours per week. There may also be a requirement to attend evening meetings as necessary.
- Annual Leave entitlement will be 6 weeks per annum plus statutory bank holidays.
- Access to the NHS Pension Scheme.
- There will be a mutual assessment period of six months with quarterly reviews. During this probationary period notice will be two months, thereafter notice period will be 3 months.

## 4. Practice Manager Job Description

### Administration

- Arrange and provide minutes for meetings (Business, Clinical, Palliative Care, Significant Event Reviews, Audit and meetings with Outside agencies).
- Implement and renew all legal and contract matters, including NHS contracts and Service Level Agreements
- Oversee professional indemnity cover.
- Maintain and update the practice leaflet, website and intranet.
- Maintain and upgrade use of the practice clinical computer system as required.
- Deal with all complaints according to the practice complaints procedure and NHS complaints procedure within the agreed timescales.
- Arrange and record significant events
- Oversee and manage all clinician's rotas.
- Manage QOF, SLA, LES & DES data and ensure timely submission of all returns
- Liaise with members of the PPG.

### Strategy

- Facilitate production of business plans and monitor progress
- Assist the practice in relationships with the wider community
- Formulate objectives and develop ideas for practice development.

### Information technology and governance

- Assist with the update of appropriate information systems.
- Ensure the practice keeps up-to-date with technological issues and applies these to maximise the efficiency of all processes.
- Ensure compliance with all NHS requirements and recommendations.
- Understand and develop the practice communication systems.
- Build/maintain good working relationships with hospitals, community agencies, LMC (Local Medical Committee), other GP practices, pharmacies and others.

- Represent the practice at meetings and seminars.
- Assist the partners corporately and individually to fulfil the requirements of revalidation.

### **Human resources**

- Responsibility for recruitment and selection of staff, including contracts of employment and job descriptions.
- Ensure staff handbook, contracts of employment, job descriptions and training are updated as required
- Responsibility for ongoing monitoring, training and development of staff.
- Carry out annual appraisals for all administration staff.
- Be aware of current employment legislation and staff welfare
- Responsibility for the disciplinary process (if necessary) after discussion with the partners and HR service.
- Maintain good communication at all times with the practice team and arrange regular staff meetings
- Oversee rotas which allow good staff cover at all times as well as giving the flexibility required at short notice to cover for illness, etc.
- Oversee full Personnel functions (in conjunction with HR service).
- Ensure all staff are up to date with mandatory training,

### **Finance**

- Produce financial update reports as required by the partners.
- Liaise with the accountants, the bank and the partners over financial matters.
- Deal with invoicing and regular bank reconciliations.
- Organise and attend meetings with the accountant and partners.
- Liaise with suppliers / recognised buying groups to negotiate best prices on all vaccines, equipment and appliances required by the practice.
- Liaise with the CCG regarding queries with payments relating to the GP contract, (e.g. enhanced services etc)
- Directly contribute to profit improvement by exploring means of increasing income and efficiency, and reducing costs.
- Monitor progress of QOF and ensure timely submission of both clinical and management programmes.

### **Annual Accounts:**

- Liaise with practice accountants on financial affairs of partnership and individual partners as appropriate.
- Work with accountants towards completion of annual accounts.

## **Payroll:**

- Arrange payment of salaries, taxes and pensions
- Administer and monitor staff pension schemes.
- Arrange payment of drawings, pensions, NI, salaries, additional payments to staff & partners

## **Quality assurance**

- Be actively involved with the local Primary Care Network
- Be proactive in developing patient services and maintaining service standards.
- Produce reports where appropriate and be responsible for overseeing audits.
- Ensure the practice achieves full CQC, GDPR and Data Protection compliance.
- Maintain the practice culture of continuous quality improvement.
- Lead on Information Governance including staff induction & education.
- Lead on Clinical Governance
- Incident reporting
- Promote clinical audit process and organisational audit with clinical lead and partners reviewing and disseminating results.

## **Premises**

- Arrange maintenance and general upkeep of the surgery premises, including housekeeping.
- Manage all Health and Safety issues for staff and premises
- Take the lead in any premises projects.

## **Miscellaneous**

- Other duties which may be decided upon by the partners from time to time
- Present a professional image and always promote the practice.