

Practice Manager - Barra Medical Practice

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Western Isles Health Board
The best at what we do



Job Advert



Barra Medical Practice, Castlebay, Isle of Barra, HS9 5XD
Practice Manager - Barra Medical Practice
Band 6 £41,608 - £50,702 per annum
Plus Distant Islands Allowance of £1,406 per annum
30 hours per week
Permanent post

A rare and exciting opportunity has arisen for a motivated and experienced manager to join NHS Western Isles on a permanent basis.

We are looking for a highly motivated individual who is able to work in a multi skilled environment, supporting the patients and the clinical teams working in Barra Healthcare Services.

This role is responsible for managing the day to day operation within our 2c Barra Medical Practice. This role presents a great opportunity to support the development of the team working within the practice and the delivery of Barra Healthcare. The role will require you to work closely with the wider clinical and management team of NHS Western Isles to deliver healthcare to the patients who access our services.

The Isles of Barra and Vatersay within the Outer Hebrides have a vibrant community of approximately 1300 people. The Isles are a special place, offering enviable scenery and good leisure facilities; but also particularly popular with families looking to relocate to a safe place to raise their children, with excellent schools, low crime rates, and affordable housing.

For more information on living and working in the Western Isles visit our website: www.wihb.scot.nhs.uk or for more information on Barra and Vatersay visit: www.visitouterhebrides.co.uk/our-islands/barra

NHS Western Isles is legally obliged to ensure all its employees have the right to work in the United Kingdom. If you are not a United Kingdom (UK) or Irish National, you are required to confirm your right to work in your application.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

For further information regarding this post, please contact Ms Ann Marie Macmillan, Practice Manager on 01871 810282 annmarie.macmillan@nhs.scot or Mrs Michelle Taylor Family Health Services Manager on 01851 708005, michelle.taylor44@nhs.scot

All NHS Western Isles vacancies appear on the NHS Scotland website: apply.jobs.scot.nhs.uk, along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

If you have any further queries, please contact Tel: 01851 762027.

NHS WESTERN ISLES JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Practice Manager
Responsible to (insert job title):	Family Health Service Manager
Department(s):	Primary Care
Directorate:	Primary Care
Operating Division:	Barra Medical Practice
Job Reference:	
No of Job Holders:	1
Last Update (insert date):	13.11.2025

2. JOB PURPOSE

To ensure the efficient and effective operation of NHS Western Isles Barra Medical Practice by coordinating and liaising with colleagues within NHS Western Isles.

The post holder will provide a lead operational role together with the GP, Primary Care Pharmacy team and Nursing team to create an inclusive, collaborative, empowering environment in which all members of the practice team feel that they can optimise the impact of the practice on the community health and wellbeing.

Personally, and through delegation, ensure the smooth running of the day to day practice systems and processes and procedures.

The post holder will be responsible for supervision of administrative staff and day to day supervision of practice nursing staff, and providing support and access to ongoing training as appropriate.

The post holder will be responsible for working with, medical staff, and the operational Primary Care management team to set out the rotas for clinicians and coordinate clinics as required. As required, source within policy parameters medical staff to cover unscheduled and planned absence.

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

3. DIMENSIONS

Barra Medical Practice, provides General Medical Services to the population of Barra and Vatersay.

The practice is a dispensing practice which supports 1250 (circa) patients.

The post holder will be the line manager for the team which operates within Barra Medical Practice consists of this post, 1 WTE Practice Nurse, 0.6 Office Manager, Reception and dispensing team 3 WTE and domestic and relief staff.

The practice accommodates student placements, the post holder is required to coordinate the placement with the university and liaise with Barra senior Charge Nurse to agree rota for the duration of the placement.

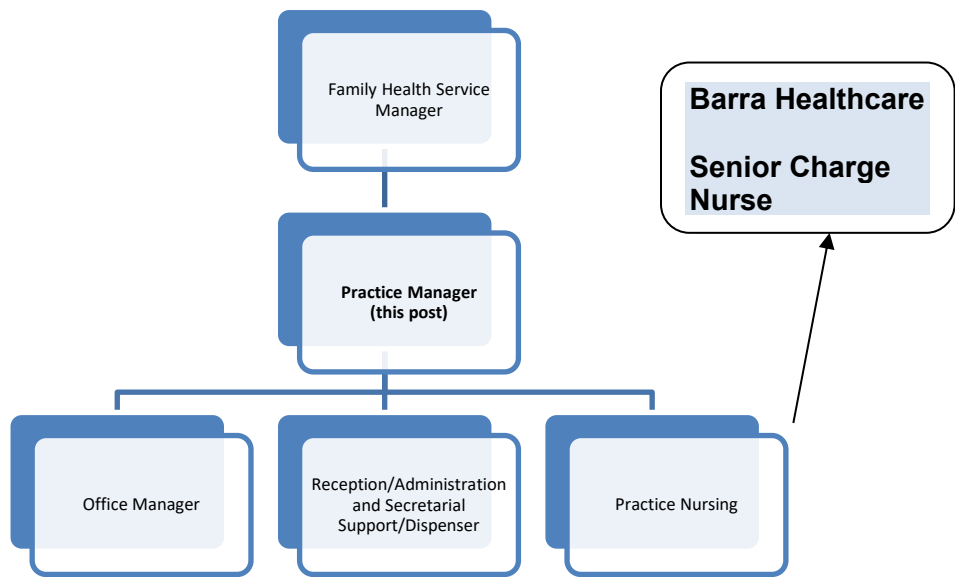
The practice are supported by additional services attached to primary care improvement which include, vaccinators, primary care pharmacists, First Contact Physiotherapists and community treatment room services.

The postholder is responsible for the effective delivery of the 2018 General Medical Service Contract.

To be an efficient and conscientious member of the wider Primary Care team, taking responsibility for all aspects of the business including recruitment, locum cover, effective budget and resource management, Health & Safety, Practice Quality and Development, Risk and Patient Safety initiatives.

To assist the Family Health Services Manager in achieving local and national quality driven objectives as and when required.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Barra Medical Practice is responsible for delivering all primary care services to the population of Barra and Vatersay. The practice complies with all terms set out on 2018 General Medical Service Contract.

6. KEY RESULT AREAS

To carry out the duties required in a responsible way without day to day supervision.

To maintain excellent communication with patients and staff, including provision and receipt of complex or sensitive information, ensuring confidentiality at all times.

To manage the day to day operation of the practice on behalf of NHS Western Isles in a safe and cost effective manner.

To have oversight of all workstreams of the Practice, ensure work delegated and fairly distributed to Practice staff to meet service needs.

Ensure workloads are managed and completed within an appropriate timescale. In the event of any back log, this should be managed contemporaneously by assessing need and distributing the work to the appropriate team to complete.

To work flexibly, with an ability to manage change and handle uncertainty in clinical and administrative situations showing high quality organisational and problem solving skills to make suitable judgements in a range of situations.

To provide day-to-day management of the practice team.

Supervise and support all practice staff, ensuring all work is accurate and at an acceptable standard, through use of audits, creating and implementing Standard Operating Procedures and protocols as required.

Coordinate the induction, systems, training and education of the Practice team, including organisation of venues and travel arrangements when required.

Provide advice / support to the Practice team regarding a range of work procedures and practices, and provide guidance on all issues such as protocol, confidentiality etc.

Deal with correspondence that require attention and respond as appropriate.

Effectively Oversee all invoice processing and reconciliation as appropriate.

Submit enhanced service claims to the primary care department quality ensuring all services provided as part of enhanced services have a claim form submission.

Manage rotas, travel and accommodation bookings, including providing a supportive role to the doctor, nurse and visiting services - providing them with local knowledge, e.g. on location of houses, local facilities, transport times etc.

Ensure locum medical cover is sourced in accordance with HR and financial policy during periods of unplanned absence, often at short notice. Depending on reason for cover, this may involve rescheduling flights / ferries and accommodation bookings as necessary.

Coordinate induction of new staff to the Practice following NHS Western Isles Policy and Procedures.

Liaise with HR and Line Manager to progress HR related matters in line with NHSS policies and procedures.

Post holder will order stock when required.

Attend training as appropriate. Proven commitment to self-development and lifelong learning.

Ensure staff meet mandatory training requirements.

Carry out appraisals for Practice receptionists, Administrators, dispensers, office manager, practice nurses and domestic staff, ensuring Personal Development Plan and Objectives are reviewed and up to date.

Manages, maintains and supports filing systems for personnel files, own documents, shared practice protocols etc.

Arrange meetings for the Practice, including agenda and minutes. When applicable this will involve selecting and booking venues and providing materials. The post holder will also be responsible for co-ordination of multidisciplinary meetings on behalf of the practice.

Attend meetings by VC or in person on behalf of the Practice, including Practice Manager meetings and any other educational and development meetings as appropriate, ensuring appropriate feedback is delivered to the team and any actions are taken forward.

Authorise annual leave requests, sick pay forms etc. for the Practice. Input shifts/leave etc. into SSTS including expenses / timesheets.

Post holder will complete audits as required.

To keep up-to-date with current policies and documentation, ensuring policies are implemented in the practice e.g. Business Continuity Plan, Service Recovery Plan and Pandemic Flu Plan, Fire Evacuation Plan including reporting significant events.

Take a lead role in Practice contingency planning and implementation.

Escalate appropriate issues and or concerns to the H+FHS Manager or Exec manager On Call.

Ensuring efficient internal and external communication, acting as the focal point of contact for the practice with departments within the Board e.g. Estates & Facilities, IT, Infection Control Team, team health and safety etc.

Perform any other duties, which may be reasonably required to facilitate the smooth running of Barra Medical Practice and Barra Healthcare.

Attend, and or complete all NHS Western Isles mandatory training requirements.

7a. EQUIPMENT AND MACHINERY

Computers

Telephone equipment

Printers

Scanners

7b. SYSTEMS

Clinical System e.g.

EMIS,

SCI Store,

Docman,

SCI Gateway,

SCCRS

(2026) Vision and Pharmacy Manager

Microsoft Office Packages 0365 and Teams

Erostering

IT ticket system including SAR

Any other Primary Care Health Board systems, including SSTS and Pecos

8. ASSIGNMENT AND REVIEW OF WORK

The practice manager is responsible for compliance of all terms set out in the 2018 GMS Contract. It is expected that all necessary reports and claims forms are created and administered by the Practice Manager and submitted to the relevant department within NHS Western Isles.

Key result areas will be agreed on an annual basis with the FHS Manager in accordance with TURAS appraisal and NHS Western Isles performance appraisal system.

The practice manager is responsible for ensuring all shifts for all areas of the practice are covered and as required may have to support the administration/dispensing team when rota pressure exist.

During periods of absence within 2c practice management, support all practice teams to continue to deliver day to day services supporting rotas, claims and act as a route of escalation for the team for day to day advice, support and action tasks.

The post holder will represent the practice at agreed meetings and feedback to staff within the weekly staff meeting any updates, changes or initiatives.

The post holder will be supported by their line manager Family Health Service Manager.

9. DECISIONS AND JUDGEMENTS

For the most part, the post holder is expected to operationally run the practice day to day using own experience and initiative within own areas of responsibility and is expected to work with a minimum degree of supervision, escalating to line manager when required.

Prioritisation on a daily basis depending on what situations arise, and knowing when to escalate issues.

Judgements on staff knowledge, abilities, delegation and training requirements and on work priorities for admin staff.

Coordinating cover at short notice, risk assessing situations and highlighting to the appropriate people. This can involve making difficult decisions/adjustments on prioritisation of staff resources.

Handling and investigating occasional complaints and InPhase reports.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring an excellent supportive service is provided to the Practice.

Ensuring own workload and staff workload is managed and delivered efficiently and effectively.

Handling needs of patients sensitively with the ability to handle difficult situations calmly and effectively, especially with people who occasionally may not be happy with the service, or procedures, or when handling complaints.

Confidentiality in a small island community.

Dealing with difficult situations e.g. medical staffing cover problems at short notice.

Dealing with conflicting demands.

11. COMMUNICATIONS AND RELATIONSHIPS

Line Manager

Responsibility to and key working relationships with:

Office Manager

Receptionists/Dispensers

GP's
 Nurses
 Neighbouring Practices
 Primary Care Management
 Various other departments and groups
 St Brendan's Hospital

Will need to be able to communicate sensitive information effectively with a broad spectrum of NHS employees, and members of the public e.g. this may include using persuasive skills when investigating patient or staff concerns, as well as explaining complex practice processes to patients where the subject matter is not straightforward. The post holder should be able to reassure and offer understanding when dealing with sensitive topics.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills	Standard Keyboard skills required.
Mental Skills	Regularly producing written reports e.g. proposals for recommended training or outcomes of system security audits, or referrals to occupational health. Frequent periods of concentration where work pattern can be unpredictable e.g. during periods of urgent cover which regularly results in a rapid change of priorities, or during business continuity management e.g. in the event of communication failures, unforeseen absence and travel disruption which can be common in an island environment with limited signal available.
Physical Effort	Light physical effort required.
Emotional Effort	Occasional exposure to distressing or emotional circumstances when dealing with staff concerns or patient complaints.
Working Conditions	Frequent daily use of VDU.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential	Degree level qualification in Administration/ Business Administration/Manager, Excellent interpersonal skills with ability to handle confrontation. Understanding of a range of administrative work procedures and practices. Excellent knowledge of Microsoft Office packages. Ability to work without supervision. Supervisory experience. Excellent organisational and communication skills. Flexible working practices to meet the needs of the service. Understanding of the need for discretion and complete confidentiality.
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	Precise and reliable attention to detail.
	Able to manage time and workload.
	Full UK Driving License
Desirable	Previous experience in working in a Primary Care setting.

14. STANDARD ELEMENTS

Confidentiality:

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights:

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: 13.11.2025

NHS WESTERN ISLES - PERSON SPECIFICATION

Job Title: Practice Manager

Department: Primary Care

Location: Barra Medical Practice

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Supervisory experience	Previous experience in working in a primary care setting
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	Degree level qualification in Administration/Business Administration/Management	
KNOWLEDGE AND SKILLS	Organisation and Communication Skills Excellent knowledge of Microsoft Office packages Excellent interpersonal skills with ability to handle confrontation Precise and reliable attention to detail Understanding of a range of administrative work procedures and practices	
DISPOSITION	Flexible working practices to meet the needs of the service Ability to manage time and workload	
OTHER	Full UK Driving License	

A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,406 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

