

# WHITBURN GROUP MEDICAL PRACTICE

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## Practice Manager

<b>Location:</b>	<b>Whitburn Group Medical Practice, Whitburn Health Centre</b>
<b>Responsible to:</b>	<b>The GP Partners</b>
<b>Hours of work:</b>	<b>37.5 hours over 5 days</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Salary:</b>	<b>Competitive salary dependent on experience</b>

### 1. Job Description

The Practice Manager is responsible for the business operations, human resources and financial management of the Practice as well as supporting the GP partners to uphold the values and aims of the practice. The Practice Manager is also responsible for practice direction and forward planning. Excellent interpersonal skills are essential with the ability to support and develop our team through proactive leadership, ensuring the wellbeing of patients and all staff, and demonstrating effective management to ensure the smooth, efficient, and safe management of the Practice.

### 2. Partnership Support

- Compile information and paperwork relating to confidential partnership matters, e.g. defence union cover, locum insurance cover, partners' drawings, partnership agreements and salary information
- Manage all administration regarding the Health Board
- Act as management adviser to the Partners

### 3. The Partners

- Personally support the Partners in matters relating to management
- Be responsible for adequate medical cover and arrange locums when necessary
- Remind Partners of agreed Practice policy
- Act as Human Resources Manager to the Partners

### 4. Human Resource Management

Working closely alongside the Practice Administration Manager:

- Keep abreast of current affairs and identify potential threats and opportunities
- Contribute to practice strategy; formulate objectives and research and develop ideas for future practice development

- Manage the recruitment process including, advertising, selection, interview and outcome notification
- Induct new staff, clinicians and locums
- 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
- Prepare and annually update the practice development plan, and oversee the implementation of the aims and objectives
- Assess and evaluate accommodation requirements and manage development and expansion plans
- Ensure proper conditions of employment, to include current employment legislation and recognised good practice
- Recruit and maintain an efficient and cost-effective level of staffing
- Communicate agreed Practice Policy to staff and introduce systems to support such policies
- Ensure that the Practice is complying with Health and Safety legislation

#### **5. Patients & Patient Services**

- Deal with patient complaints
- Supervise the updating of practice leaflets, notices and the website and ensure that appropriate information is available to patients
- Support the staff in any difficult contact with patients
- Adopt a strategic approach to 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
- Routinely monitor and assess practice performance against patient access and demand management targets
- Develop and implement an effective complaints management system

#### **6. General Management**

- Ensure compliance with all statutory and legal regulations
- Effect and maintain Practice insurance policies; public and third party liability, employers' liability, premises and equipment
- Be responsible for supplies, both medical and administrative
- Arrange systems management of the computer, all aspects of training, development, applications and integration
- Deal with correspondence, e-mails, etc.
- Liaise regularly with NHS Lothian Health Board and West Lothian Health & Social care Partnership
- Ensure that the Practice is up-to-date with all new developments
- Liaise regularly with NHS Lothian Health Board and West Lothian Health & Social care Partnership
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#### **7. Finance & Accounts**

- Liaise with Practice Accountant to produce annual audited accounts
- Prepare and present financial plans
- Manage and supervise Practice ledgers, petty cash, bank reconciliation, cash flow forecasts, and income (fees and allowances and maximise private income) and expenditure plans

- Advise on and manage the drawings of the partners and appropriate salary scales for staff
- Manage all staff Pay-As-You-Earn (PAYE), National Insurance (NI) and NHS pension contributions
- Use IRIS Payroll and Accounts Software

#### **8. Information Technology**

- Oversee and endorse the use of all practice systems including Vision and Docman
- Liaise with NHS Lothian IT Department, Vision helpdesk and Microtech helpdesk as required
- Supervise the preparation of the appointments book, searches and data recording as required.

#### **9. Clinical Governance and Performance/Quality Management**

- Conduct and support others in conducting internal audits on the practice systems
- Conduct and encourage staff to conduct significant event analysis for continuous improvement in processes and services
- Prepare the Practice for any external inspection visits
- Prepare the Practice for training visits

#### **10. Public Relations**

- Organise any public relations exercises with outside agencies or visitors to the Practice
- Attend any function as deemed necessary by the Practice, during normal working hours

#### **11. Confidential Matters**

- Deal personally with any confidential matter about the Practice or the Partners and report to any official or professional body

#### **12. Miscellaneous**

- Perform any duty specifically designated by the Partners as being the responsibility of the Practice Manager
- Ensure that Practice premises are properly maintained and cleaned, and that adequate fire prevention and security systems are in place
- Manage the procurement of practice equipment, supplies and services within target budgets
- Develop and review Health & Safety policies and procedures and keep abreast of current legislation
- Arrange appropriate insurance cover
- Ensure that the practice has adequate disaster recovery procedures in place
- Arrange appropriate maintenance for practice equipment
- Keep up to date the practice's information on website.

#### **Health & safety:**

The post-holder will implement and lead on the full range of promotion and manage their own and others' health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management. Maintaining an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensuring implementation across the business. Using personal security systems within the workplace according to Practice guidelines

Identify the risks involved in work activities and undertaking such activities in a way that manages those risks across the business. Making effective use of training to update knowledge and skills, and initiate and manage the training of others. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed. Actively identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised. Assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers. Demonstrate due regard for safeguarding and promoting the welfare of children.

This job description may be updated from time to time to reflect the on-going changes in office practice.

**EMPLOYEE SPECIFICATION  
PRACTICE MANAGER**

<b>EXPERIENCE/QUALITIES SOUGHT FOR THIS POST</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1. Personal Traits	Ambitious  Committed  Conscientious  Determined  Empathetic  Excellent communicator  Friendly & approachable  Good time keeper  Highly motivated  Honest & trustworthy  Innovative  Self directed  Able to work autonomously and accurately with attention  Calm and composed  Highly organised and able to prioritise workload	Creative thinker  Sense of humour

	<p>Dependable and flexible</p> <p>Excellent verbal and written communication skills</p> <p>Team player</p>	
2. Qualifications & Training	<p>Educated to degree level or equivalent</p> <p>Financial expertise</p> <p>IT skills</p> <p>Management experience</p> <p>Experience of working in General Practice</p>	<p>Management qualifications or membership of professional body</p> <p>Demonstration of on going professional development</p>
3. Experience & Knowledge	<p>A minimum of five years management experience in a medium-sized organisation</p> <p>Experience in managing accounts</p> <p>Experience in running a pay roll</p> <p>Competency in a range of software programmes including MS Word, Excel, Publisher etc</p> <p>Previous Practice Manager experience</p> <p>Knowledge of primary care and GMS in NHS</p> <p>Strategic Business &amp; Project Management</p> <p>Understanding of pressures on primary care and acquaintance with the current GMS contract</p> <p>Good all round management skills particularly in relation to human resources, finance and performance management</p>	<p>Experience of working in the health or other public sector organisation</p> <p>Knowledge &amp; Understanding of INPS Vision &amp; Docman</p> <p>Knowledge &amp; understanding of IRIS accounts and IRIS payroll software</p> <p>Knowledge of quality systems and key performance indicators</p>
4. Motivation and Expectations	<p>Highly motivated and able to empower others</p> <p>High expectation of self and others</p> <p>Able to work for the benefit of the team</p>	