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| **1.JOB DESCRIPTION**  |
| **Job Title: Deputy Contracts Manager Primary Care Services****Responsible to Primary Care Contracts Manager****Departments: Primary Care Services****Location: Forth Valley offices TBC/Hybrid working arrangement****Job Reference: UD-P-AC-LHCCN-027****No of Job Holders: 1** |
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| **2. JOB PURPOSE** |
| To provide:A high level of management and administration in coordinating and taking ownership of the arrangements for the processing and maintenance of General Medical Contracts for the provision of general medical services, ensuring that all Contacts comply with NHS (General Medical Services)(Contracts)(Scotland) Regulations, 2018 and the NHS(Primary Medical Services Performer List (Scotland) Regulations 2018 and other National and Local criteria or Guidelines. The preparation of accurate monthly payment schedules and calculation of payments due in respect of Enhanced Services, processing payments due in accordance with criteria set out in the Statement of Financial Entitlement. Produce and maintain statistical information relating to payments. Provide cross cover for all other contracts officer posts.  |

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| **3. ORGANISATIONAL POSITION AND ROLE OF DEPARTMENT** |
| Contracts ManagerSenior Service ManagerPrimary Care Contracts OfficersThis Post  |

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| **4. DIMENSIONS** |
| The post holder will be responsible for providing an area wide service to contractors for NHS Forth Valley. Below is an example of the payments that should be prioritised by the post holder.**Payments** **Preparing:**GP Monthly Schedules Target Figures MEB B/RTV/PCV Figures **Calculating:**Care Home PaymentsCost/Notional Rent Payments Maternity/Paternity/Sick Leave ClaimsIntermediate Care ClaimsHPV ClaimsGolden Hello PaymentsPractice Staff TrainingThis list is not exhaustive and the post holder will be expected to provide cross cover for other payments which are run by other contracts officers as required. In addition the post holder will • Support the maintenance of Contracts for Primary Care contractors• Maintain lists of Primary care Contractors in line with national categories eg Part 1/Part 2• Ensure directories, labels and listings are up to date including relevant hosted websites• Check claims forms from Contractors ensuring that they meet the criteria for payment• Calculate monthly payments due to Contractors• Prepare and maintain spreadsheets detailing monthly/annual expenditure in relation to specific funding sources• Administer, facilitate and participate in Practice Inspections for new and existing contractors as required• Other general office duties |
| **5. KEY DUTIES/RESPONSIBILITIES**  |
| General Duties**GMS*** Responsible for managing and administering the arrangements for applications by general medical practitioners (Principal and Non Principal) to join/withdraw from the Forth Valley Performers List. Demonstrating strict control of Applications involving checking appropriate qualifications and documents (Birth Certificate, current GMC Registration and References, MDDUS cover) are produced to support these applications. Processing various adhoc changes to the Contracts and notifying Practitioner Services Division and other Agencies of information in relation to these contracts. Produce all correspondence and supporting information in relation to such Applications. Allocate GP reference numbers for prescribing purposes.
* Responsible for updating the Performer List virtual database, with data regarding the Principal and Non Principal Medical Practitioners whose applications to join the Forth Valley Performer List have been approved. This list can be accessed by practices and Boards across Scotland to check/trace details of Locum GP's they intend to employ to assist in the provision of services.
* Prepare Report, outlining Principal GP additions to/removals from the Forth Valley Performer List for submission to and noting by the GP Sub Committee.
* Liaise with practices regarding arrangements for patients whose registered GP has resigned/retired from the Performers List and link with Practitioner Services Division regarding arrangements for the transfer of patients.
* Responsible for managing and administering the arrangements for the transition of certain aspects of the New GMS Contract and implementation of appropriate and effective administration arrangements in particular Enhanced services Contracts, receiving and calculating claims for payment in respect of these services.
* Responsible for giving advice to general medical practitioners on their terms of Service and contractual issues and maintaining a knowledge of current NHS (General Medical Services Contracts)(Scotland) Regulations 2018 and the NHS(Primary Medical Services Performers List)(Scotland) Regulations 2018, National Guidance and local policies and payment criteria to support this.

Financial* Responsible for collating payment information to be incorporated on monthly payment schedules. Preparing, checking these schedules to ensure accurate payment information is submitted to Practitioner Services Division to facilitate payment to Forth Valley general medical practitioners.
* Calculate and prepare payment due to GPs in relation to:

\*Ensure revised fees for the Target Figures are updated as appropriate on the CHI.* Check applications in preparation for authorisation in respect of:
* Care Home Payments
* Cost/Notional Rent Payments
* Maternity/Paternity/Sick Leave Claims
* Intermediate Care Claims
* HPV Claims
* Golden Hello Payments
* Practice Staff Training
* Misc Payments

Maintain accurate, detailed, statistical information in relation to each of the payment groups, including numbers of registered patients for each GP Practice including cross border patients.* Responsible for providing practice details to West of Scotland Committee for Post Graduate Medical Education to support Practice Applications for appointment as a training practice.

Administration* Support the Primary Care Contracts Manager/Primary Care Manager and deputise, as appropriate, in their absence.
* Provide administrative support for meetings, producing agendas; distributing Papers for Meetings; progressing action points arising from the Meetings; producing an accurate Minute of the Meeting.
* Represent the Health Board at GPCD/NPCCD/OPCD USER Group Meetings.
* Provide general guidance and advice to practice staff, NHS Staff, other agencies and members of the public.
* Responsible for informing Community Child Health Department of additional Immunisation data received from practices in relation to Target Figures.
* Process applications for access to patients GP Medical Records.
* Process requests from non medical Nurse Prescribers to receive a prescriber code and supplies of Prescription Forms for use in GP Practices and Out of Hours services. Involving checking qualification and PIN number and arranging for unique prescriber code to be allocated. Maintain an accurate record of the current details pertaining to this prescribing Group.
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| **6. SYSTEMS AND EQUIPMENT** |
| EquipmentThe equipment and packages used with this job includes the following:* Desk top PC
* Software Packages - Microsoft Word and Excel. Email
* Telecommunications
* Photocopiers/Scanners
* Projectors
* Fax Machine

Systems* Software Packages – Microsoft Word & Excel
* Communication Systems including phone and e-mail
* Electronic Diaries
* Databases – Community Health Index, Performer GPCD/NPCCD/OPCD/GMC Connect/PVG database
* Financial Systems – maintain detailed statistical and financial information, on spreadsheets, in relation to monthly/quarterly payments.
* Interpretation and application of NHS Medical Regulations, Statement of Financial Entitlement, National and Local Policies and Guidance.
* Internet/Intranet Sites
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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| Work will be generated by involvement in all daily processes, incoming mail, enquiries, tasks delegated by line Managers. The post holder will work using own initiative and prioritising own workload and will be subject to informal review.A high level of discretion and confidentiality is necessary at all times when dealing with patient enquiries and patient Medical Records.The post holder will make typical Judgements regarding some aspects of work within the Primary Care Department. Minimum Supervision is required. |

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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| Excellent communication skills, with the ability to communicate confidently and effectively at all levels are essential to the success of the post.**External Communications*** General Practitioners/Pharmacists/Opticians/Dentists
* Practice Managers
* Practice Nurses, Health Visitors, District Nurses
* Receptionist’s in General Practice
* Practitioner Services Division
* Members of the Public
* Police
* Information & Statistics Department
* Atos Origin
* Stirling Council
* Falkirk Council
* Solicitors
* Procurator Fiscal
* Scottish Government
* Scottish Pensions Agency

Internal Communications* Medical Director/Associate Medical Director
* Public Health Consultants
* General Manager’s
* Finance Manager’s
* Nurse Advisor
* Child Health Department
* Out of Hours Department
* Staff Bank
* HR Department

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| **9a.PHYSICAL DEMANDS OF THE JOB** |
| There is a considerable high degree of competency required regarding keyboard skills, for speed accuracy combined with the ability to utilise Micrsoft packages to a good level.  |

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| **9b. MENTAL/EMOTIONAL DEMANDS OF THE JOB** |
| * High level of concentration required in regard to detail and complex processes. Subject to frequent interruptions; unpredictable workload requiring work patterns to be adjusted accordingly.
* The post holder will require to be able to adapt extremely quickly to different personalities within very short periods of time and adapt thinking processes accordingly.
* The post holder will require to demonstrate the ability to deal sympathetically with occasionally distressed/emotional patients and will require the skills to manage such situations.
* Prioritising workload
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| **10. KNOWLEDGE TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB.** |
| * The post holder will have worked for a minimum of 5 years in an Administration environment or have a minimum qualification to HNC in management or equivalent experience and be able to demonstrate and ability to apply the skills required for the post and a knowledge of primary care Contractor services.
* The post holder will require to have an in depth knowledge and understanding of the NHS Primary Care Services and ideally some knowledge of the contracts which govern the provision of primary medical services, gained from working within an NHS primary care environment
* Demonstrate high level of accuracy in all aspects of work.
* Proven ability at problem solving across the work area.
* Proven record of excellent communication skills and an ability to communicate complex issues to all levels of staff.
* Proven ability to prioritise workload and meet appropriate cut off dates.
* Proven ability to be self motivated using own initiative to approach tasks.
* Proven ability to work independently or as a member of a Team.
* Proven ability to provide statistical information as and when required.
* Proven ability at Note taking
* Proven ability to participate in training and adapt to new working systems
* Competent in using Microsoft Word, Excel and E-mail.
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