**PRACTICE MANAGER**

**Job Description**

Role: Manager, in collaboration with partners

Responsible for: All administrative, nursing and cleaning staff

Responsible to: The GP partners

Summary

The postholder is responsible for autonomous management of the practice, to ensure that the partners are available to concentrate on clinical care.

Core Tasks and Functions

**Partnership Issues**

* Write practice and diving rotas
* Book locums, as required
* Organise, co-ordinate, chair and minute practice business meetings
* Implement actions from business meetings
* Ensure compliance with legal requirements for tax and plan practice finances to meet payments
* Organise finances and other administration issues in relation to partnership changes
* Advertise and co-ordinate the recruitment and selection process for appointing new partners and participate in partnership interviews

**Patient Services**

* Manage reception and services to patients and evaluate services in line with best practice guidelines and changing demographics
* Produce, update and monitor practice information
* Plan and review clinics in response to local need
* Manage the practice based complaints procedure

**Finance**

* Maintain accurate record keeping and reliable accounting systems
* Pay invoices, ensuring value for money for all expenditure
* Ensure monthly salaries are paid in on the day due
* Establish a process and have responsibility for PAYE, pension auto enrolment and record submission
* Monitor insurance policies, ensure payments are up to date and claims made, when required
* Carry our regular bank reconciliation
* Prepare financial information for review and consideration by the GPs
* Calculate and arrange payment of GP drawings in line with the partnership agreement
* Reconcile monthly NHS Orkney statement against practice records
* Submit accounts to accountant at end of financial year and answer any queries
* Prepare annual budget with accountant

**Human Resources**

* Responsibility for all admin, nursing and cleaning staff
* Arrange staff meetings/PLT, chair and ensure implementation of action points
* Co-ordinate the recruitment of nursing and administrative staff
* Ensure induction of new staff
* Facilitate staff training
* Keep up to date with employment legislation and ensure that all practice policies comply with statutory requirements
* Manage practice discipline and grievance procedures for admin and nursing staff, in conjunction with GPs
* Design and implement staff appraisal procedures for all staff and promote opportunities for mentoring

**Premises and Equipment**

* Devise and maintain systems for ensuring adequate stock of stationary, clinical and other supplies
* Organise maintenance schedules, arrange repairs and plan long term replacement of medical and non medical equipment
* Plan and monitor premises maintenance and cleaning and liaise with NHS Orkney or outside contractors, as necessary
* Ensure adequate premises security
* Identify potential problems/hazards and implement risk assessment
* Ensure the practice complies with Health and Safety legislation
* Take the lead for the practice on overseeing project management of premises or equipment upgrade and liaise with outside professionals, if required

**Information Services/Technology**

* In conjunction with the Systems Administrator establish and maintain systems for the flow of information around the surgery and the integration of information into patient records and oversee changes to record keeping systems
* Establish requirement for computer searches and reports, ensure completion and appropriate reporting, review and undertake necessary action
* Oversee all systems for data security and protection ensuring compliance with current legislation
* Undertake enhanced services reporting and ensure audits audits are submitted when due
* Lead on IT crisis prevention, in conjunction with the Systems Administrator

**Practice Development and Clinical Governance**

* Co-ordinate production of practice development plans
* Review clinical services, develop and implement changes or extensions to service provision
* Manage practice strategy formulation, in conjunction with the GPs
* Lead on all aspects of Health and Safety
* Lead on professional development, co-ordinate and support the practice for professional reaccreditation