**Park View Surgery**

Job Title: Practice Operations Manager

Reports to: Business Manager/Partners

**Job Summary:**

Provide appropriate support the Business Manager and Partners to enable the practice to meet its agreed aims and objectives within a profitable, efficient, safe and effective working environment.

**Job Responsibilities**

**Strategic Management and Planning**

* 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
* Develop and maintain effective communication both within the practice and with relevant outside agencies
* Support the Business Manager in annually updating the Practice Development Plan, and the implementation of the aims and objectives

**Financial Management**

Deputise for the Business Manager where necessary to:

* Process partners drawings
* Process and monitor salary payments, PAYE for practice staff and maintain appropriate records
* Process contributions to the practice pension scheme(s) and maintain appropriate records
* Manage appropriate systems for handling and recording of cash and cheques and petty cash.

**Human Resources**

* Evaluate, organize and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role, including trainee doctors and medical students
* Support and mentor staff, both as individuals and as team members
* Keep abreast of changes in employment legislation

**Organisational/Operational**

* Manage the rota for doctors and nursing team sessions to ensure adequate cover is in place on all days to meet contractual commitments and patient demand
* Ensure at least six weeks of appointment templates are available on the practice clinical system, taking account of the approved rota and ensuring equitable distribution of duties between doctors
* Convene meetings, prepare agendas and ensure distribution of minutes as necessary
* Ensure activity and claims information is submitted via the CQRS system and that submissions accurately reflect activity.
* Ensure that monthly and quarterly claims for Enhanced Services are calculated and submitted within specified deadlines.
* Ensure monthly claims to PPA are prepared accurately and submitted on time.
* To co-ordinate and monitor activity relating to the Clinical Commissioning Group (CCG) Quality Innovation Productivity and Prevention Programme (QIPP), ensuring all actions are completed by CCG deadlines for achievement and payment.
* Provide information and figures as required to ensure the practice meets its commitment to CCG schemes.
* To undertake audits as requested by the CCG, partners or as identified by other members of the practice team.
* Maintain Systm One templates to ensure they continue to meet clinical and quality framework needs
* When necessary, to provide secretarial/administrative assistance to the practice.
* Develop practice protocols and procedures, review and update as required
* Develop and review Health & Safety policies and procedures and keep abreast of current legislation
* Arrange appropriate maintenance for practice equipment

**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
* Ensuring complaints are dealt with in a timely manner and where necessary escalated to the next level
* Maintain registration policies
* Oversee and/or develop repeat prescribing systems
* Support the Business Manager and partners in developing and managing an effective appointments systems
* Routinely monitor and assess practice performance against patient access and demand management targets

**Information Management and Technology**

* Ensure the smooth running of practice IT systems and equipment, addressing any issues or problems and liaising with appropriate suppliers as necessary
* Maintain the practice website, updating news and information as required
* Contribute to evaluation and planning of practice IT implementation and modernisation
* Motivate, support and monitor staff in the use of IT; organise, oversee and evaluate IT training
* Set targets and monitoring standards for data entry and data collection
* Ensure that the practice has effective IT data security, back-up, maintenance and disaster recovery plans in place

**Quality:**

The post-holder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patient’s needs
* Effectively manage own time, workload and resources.

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

The post-holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate.

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation.  All such information from any source is to be regarded as strictly confidential
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.