

# **Strathpeffer Medical Practice**

School Rd, Strathpeffer, Ross-shire, IV14 9AG

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## **Practice Manager Vacancy**

**30 hours per week – flexibility of hours considered to a minimum of 25**

**£37,831 – £46,100 pro rata commensurate with experience**

We are looking for a motivated and well-organised individual to provide collaborative leadership of our friendly and supportive team. The practice manager plays a vital role ensuring the safe and effective running of the business with a focus on providing excellent patient care. Strathpeffer Medical Practice is located in an area of outstanding natural beauty in the Scottish Highlands, less than a thirty minute drive from Inverness.

The ideal candidate will have management experience, preferably in a healthcare setting, including financial budgeting, HR and supporting and developing a team, but other candidates will be considered. Excellent interpersonal skills and an attitude of continuous improvement are essential.

Strathpeffer Medical Practice:

- 3900 registered patients
- Attractive premises with no space issues
- 3 Partners, 1 Salaried GP, 1 ANP, 2 Practice Nurses, 1 HCA, Office manager and 4 Administrative staff
- On site Physiotherapy & Pharmacist
- Branch surgery in Dingwall
- Fully computerised using Vision and Docman
- Medical Student (5<sup>th</sup> year) training Practice
- Excellent patient access
- Regular meetings for all staff
- Good relationship with visiting clinicians and community teams
- Positive team morale & ethos

Job description, person specification and practice profile will be available on [www.strathpeffermedicalpractice.co.uk](http://www.strathpeffermedicalpractice.co.uk)

To apply for this position please send a copy of your CV with a covering letter to [dawn.westwood1@nhs.scot](mailto:dawn.westwood1@nhs.scot) by close of business on Friday 23<sup>rd</sup> February. Informal enquiries and visits by arrangement are welcome. Interviews will be held on Wednesday 6<sup>th</sup> March 2024.

## **Strathpeffer Medical Practice Practice Profile**

Strathpeffer Medical Practice is a semi-rural Practice based in the scenic Scottish Highlands. Our main surgery is situated in Strathpeffer with a smaller branch surgery in the nearby town of Dingwall. We are a friendly and enthusiastic team committed to providing good quality patient care whilst recognising the importance of achieving a good work-life balance.



### **The Area**

Strathpeffer is a very attractive Victorian Spa village situated less than half an hour's drive North West of Inverness. There is a very active local community and excellent local schools. It is ideally situated to take advantage of all that the Highlands have to offer. There are ample opportunities in the surrounding area for walking & hiking, mountaineering, curling, ski-ing, fishing and sailing and so much more, while Inverness offers full range of cultural activities including theatre, dining, cinema and shopping.

The practice boundary sits just north of Dingwall, east of Culbokie, north of Muir of Ord, and reaches to Achnasheen to the west. The practice has a steadily increasing list size and is currently 3900. The patient population is mainly resident in Strathpeffer, Dingwall and the surrounding villages.

The Strathpeffer surgery was purpose-built in 2004. It is a spacious, modern, light and airy building with 5 consulting rooms, two treatment rooms, a community health room, and a counselling room and administrative space. It is situated in the heart of the community, adjacent to the primary school and community centre. The surgery is open from 8am to 6pm daily, Monday to Friday with the exception of each Wednesday afternoon which is used for protected learning time, administrative activities and meetings.

The Dingwall surgery is also purpose built and is situated in the centre of the town. There are 2 consultation rooms and a treatment room. This surgery normally opens 3 sessions per week with occasional specialist clinics.

The Practice is fully computerised using the Vision clinical system and Docman. Patients register with the practice and are able to be seen at either surgery. Clinical staff are mainly based in Strathpeffer, each working from the Dingwall surgery a minimum of one session per week.

The Practice works within the South/Mid Operational Unit of NHS Highland. The local secondary care hospital is Raigmore Hospital, which is a modern 500 hundred bed hospital located less than 30 minutes drive away in Inverness.

The Practice has consistently attained above average results from patient feedback surveys. We are fully involved in Enhanced Service provision, including minor surgery, alcohol management, depression, anticipatory care, anti-coagulant monitoring, palliative care, DVT management and diabetes. The Practice is committed to undergraduate teaching of senior medical students from Dundee University on a regular basis.

#### Personnel and Organisation

The practice employs a practice manager, office manager along with a full complement of administrative staff and a nursing team including practice nurses and health care assistants. The nursing team provide core health services, e.g. smoking cessation, travel advice, health promotion, cervical cytology, contraceptive advice and chronic disease management work for Hypertension, Asthma, COPD, Diabetes and CHD. The practice also benefits from pharmacy and physiotherapy support for 2 days per week each.

#### Other Health Professionals

The Practice works alongside various members of the community team. Visiting clinicians providing services include Substance Misuse Nurse, Community Midwives, Primary Care Mental Health Team and Health Visitors. The team works closely with the Community Nursing Team and Palliative Care Nurses.

## **JOB DESCRIPTION**

**JOB TITLE:** Practice Manager, Strathpeffer Medical Practice

**REPORTS TO:** GP Partners

**HOURS:** 30 – flexibility of hours considered to a minimum of 25

**RATE OF PAY:** £37,831 – £46,100 pro rata commensurate to experience

Responsibilities will be agreed upon appointment, and reviewed periodically.

### ***PRINCIPAL DUTIES AND RESPONSIBILITIES***

#### ***1. Personnel/Training***

- Day to day management of office staff, and nursing & HCA staff on non-clinical matters in collaboration with office manager including staff training and induction
- Advise on staff remuneration, working within the boundaries of the budget
- Staff performance reviews
- Lead change management
- Advise on employment legislation, manage disciplinary and grievance procedures
- Staff recruitment
- Co-ordinate and organise PLT sessions as required

#### ***2. Finance***

- Liaise with Partners, accountant, Bank Relationship Manager and NHS Highland on all matters financial
- Identify, secure, monitor and record income with reference to the General
- Medical Services contract and other income sources. Take accountability for the reconciliation of the accounts
- Manage petty cash
- Manage accounts sent and invoices received
- Submit claims and check payments received
- Manage payroll
- Submit monthly reports to SPPA and HMRC
- Ensure compliance with all pension regulations and changes
- Implement SSP and SMP regulations in accordance with current legislation
- Prepare monthly and year end accounts for the Accountants
- Prepare interim financial reports for business meetings or on request

#### ***3. General Medical Services Contract***

- Keep staff and partners up to date with changes in the GMS contract
- Take a lead in service redesign and training to respond to this effectively
- Attend meetings in respect of this

- Enhanced Services – take the lead role in developing effective delivery of Enhanced Services, planning clinics and initiatives, recall systems and mail outs
- Prepare and review GMS evidence and documentation
- Represent the Practice in the end of year claims process
- Develop and maintain effective chronic disease management recall systems

#### **4. Practice Development and Organisation**

- Initiate and participate in appropriate new policies and procedures to aid and improve organisation and provision of services to patients
- Initiate and participate in development of effective systems of communication and co-operation between GPs, nurses, staff and other members of the Primary Health Care Team. Organise, chair and facilitate, whenever possible, in Practice, team, educational and staff meetings, and disseminate information effectively
- Plan, co-ordinate and monitor staff activities to ensure efficient service to patients and support to doctors. Ensure appropriate allocation of rooms in accordance with the needs of the Practice team and patients
- Plan, co-ordinate and provide work rotas, monitor effectiveness of rotas and ensure adequate cover for any absences. Ensure smooth running of surgeries and clinics in relation to staff cover, equipment, drugs, accommodation, and security
- Respond to and organise visits to the Practice, ensuring that the relevant personnel are available
- Organise and chair Partnership meetings
- Take overall responsibility for the organisation and implementation of a robust audit program of the Practice systems
- Facilitate and record Significant Event Analysis meetings
- Initiate and participate in both Clinical and Managerial Audit, including Significant Event Analyses and Risk Assessments
- Control and supervise ordering of stationery supplies, equipment, medical supplies, etc

#### **5. Patient Services**

- Implement and maintain systems to receive patient enquiries and suggestions
- Oversee and ensure compliance with the Practice Complaints Procedure
- Deal with all enquiries and complaints from patients, in accordance with the Practice Complaints Procedure and National Guidelines to promote patient satisfaction and continued improvement of services to patients
- Review and update the information on the Practice Website / Information Leaflet
- Constantly assess the services provided to ensure that they meet the changing needs of the population
- Develop, and implement with the partners, systems and procedures to ensure adequate provision of services to patients
- Ensure all Data Protection breaches are reported in line with ICO guidelines
- Keep up to date with rules relating to overseas visitors

## **6. Information Technology**

- Maintain and develop efficient IT systems in clinical and non-clinical areas
- Plan, co-ordinate and deliver IT training to staff at all level including nursing staff and Partners
- Spearhead transition to more efficient IT systems, researching and recommending changes to both hardware & software
- Development and maintain IT policies for the Practice
- Ensure the safety and security of data is maintained and that all personnel understand their legal obligations under the General Data Protection Regulations

## **7. Health & Safety**

- Act as the Practice lead on all aspects of Health & Safety
- Ensure compliance with legislation relating to Health and Safety for employers and employees i.e. that employers' responsibilities under the relevant act are fulfilled, and that employees understand their responsibilities under the act, and adhere to Practice policy on Health and Safety at work
- Develop and organise Health and Safety policies and procedures. Ensure that all relevant paperwork relating to Health and Safety at Work Act is available on the premises, and used as intended
- Identify risks involved in work activities and undertake such activities in a way that manages those risks. Create and maintain the Practice Risk Register
- Ensure all accidents are reported & recorded, and investigated where necessary, and appropriate action taken. Ensure the provision of First Aid and emergency medical treatment is readily available for persons incurring injury on the premises
- Ensure NHS Highland provide timely annual testing of all H&S equipment
- Maintain Partnership property insurance

## **8. Procurement**

- Ensure cost effective and timely supply of all Practice consumables
- Ensure cost effective and timely supply of all Medical and IT equipment
- Ensure cost effective and timely purchase of all required IT software systems
- Liaise with Medical Physics Department to ensure all Medical Equipment is compliant with required standards before it enters clinical use
- Maintain and manage relationships with all suppliers
- Arrange quotes and liaise with Finance Partner on all purchases over agreed signing limits

## **9. Management of Health Centre Premises**

- Ensure adequate cleaning, maintenance, and general security of the building, as well as consideration of safety & fire prevention measures

## **10. Any Other Duties**

- Develop, with the Partners, and implement any changes necessary to meet new demands on the Practice from internal and external sources
- Provide management training both for new GPs and medical students

- Any other duties the partners feel are appropriate for the Practice Manager to perform as part of that role

**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 postholder will have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They will 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.

**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 performance reviews, including taking responsibility for maintaining a record of own personal and/or professional development
- In-house training programmes
- Educational conferences, seminars & courses that will benefit personal or professional development and benefit Practice

## STRATHPEFFER MEDICAL PRACTICE

### PERSON SPECIFICATION – PRACTICE MANAGER

FACTOR	ESSENTIAL	DESIRABLE
<b>Academic/ Vocational Qualifications</b>		<ul style="list-style-type: none"> <li>- Business or Management qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Management role involving at least 5 members of staff (Assistant Manager Roles would be considered)</li> </ul>	<ul style="list-style-type: none"> <li>- Health industry</li> <li>- GMS contract</li> <li>- Dealing with complaints</li> <li>- IT</li> <li>- Payroll</li> </ul>
<b>Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>- IT literate</li> <li>- Ability to liaise and negotiate with</li> <li>- contract providers (NHS)</li> <li>- Excellent written and oral communication Skills</li> <li>- Driving licence and car</li> </ul>	<ul style="list-style-type: none"> <li>- Good working knowledge of GMS Contract</li> <li>- INPS Vision</li> <li>- Accounting and payroll software experience</li> </ul>
<b>Knowledge/ Skills Qualities/ Attributes</b>	<ul style="list-style-type: none"> <li>- Be able to demonstrate their ability to work in a team and have a positive influence on the Practice culture</li> <li>- Ability to reflect and act on feedback</li> <li>- Ability to adapt and conform to practice policy</li> <li>- Flexible and committed</li> <li>- Good time management skills</li> <li>- Good organisational skills</li> <li>- Pro-active</li> <li>- Good sense of humour!</li> </ul>	<ul style="list-style-type: none"> <li>- Demonstrates a healthy living lifestyle</li> </ul>