

JOB DESCRIPTION

Primary Care PCN (PCN) Operations Manager

- Job Title:** Primary Care Network (PCN) Operations Manager
- Hours:** 15 -20 hours per week
- Responsible to:** PCN Clinical Director & the Practice Managers of Whiteparish Surgery, Downton Surgery and Three Chequers Medical Practice.
- PCN Structure:** Sarum Trinity Primary Care Network (PCN) is led by the Clinical Director. The overall strategic direction and decisions are made by the Board, which consists of 3 GP Partners, representing the 3 Member Practices.
- Whiteparish Surgery
 - Downton Surgery
 - Three Chequers Medical Practice

The PCN Operations Manager will be working as part of the Sarum Trinity PCN under the working direction of the Clinical Director. This role will require working across all 3 surgeries/sites of the member practices

- Job Summary:**
- To play a pivotal role in the delivery of high-quality primary health care within Sarum Trinity PCN
 - Support the PCN Clinical Director and Board to ensure the smooth running of the PCN
 - To ensure the PCN meets the requirements of the Network Contract Direct Enhanced Service.
 - To be involved in the management and development of the PCN
 - To be responsible for the production of performance and quality reports within the PCN and other PCN initiatives
 - To be responsible for the oversight of the PCN financial systems/payments to all the practices within the PCN and working alongside Morris Crocker and their financial infrastructure
 - To manage the administrative functions of the PCN including HR, Finance, Health & Safety and Project Management
 - To oversee data submission and ensure that data is accurate, complete and submitted on time
 - Ensure the PCN is compliant with the GDPR and FOI along with other relevant legislation and professional information management standards such as GMC/BMA and LMC guidance
 - To represent Sarum Trinity PCN in cross organisation meetings when agreed e.g. ICB meetings and PCN managers meetings and reporting back to the Board /PM's
 - To prepare the agenda for the monthly PCN meeting and take and distribute the minutes and any supporting information required

Summary of Main Duties:

- To provide day to day managerial supervision to the Sarum Trinity PCN by leading and supporting quality improvement and performance
- To work closely with the relevant teams and Practices to support PCN implementation of agreed service changes, pathways and quality improvement
- To help staff within the Sarum Trinity PCN understand and support delivery of its strategic objectives and outcomes framework including monitoring DES/IFF
- To develop and run administrative systems for Sarum Trinity Collaboration projects
- Manage risks, issues and actions and report these to the PCN Board
- To be fully accountable for all projects and to ensure that patient safety and quality of care is at the forefront of all projects
- To establish necessary monitoring and tracking processes to support the PCN

Human Resources:

Staff are our biggest and most appreciated asset. The post-holder will be expected, as a minimum to:

- Assist with HR duties in collaboration with the PM's from the 3 Member Practices
- Operationally manage specified staff within the Sarum Trinity PCN
- Be responsible for ensuring the compliance of mandatory training for staff employed within the Sarum Trinity PCN projects
- To convene and lead relevant meetings, ensuring outcomes are recorded and shared with member practices and key stakeholders
- To lead on training for new staff
- Develop and review Health and Safety policies in conjunction with the the PM's from the 3 Member Practices

Finance:

As PCNs develop, clear and unequivocal finance management is essential. The post-holder will work in conjunction with the Morris Crocker Accountants and the Practice Managers :

- Maintain accurate records of income and expenditure against projects and funding streams.
- Report monthly to the Board the financial positioning (including budgeting and forecasting).
- To provide expenditure details to the PCN Board highlighting variances from the project budget.
- Work with Practices to ensure ARRS claims are submitted within the required timescale.
- In conjunction with the PCN's accountancy firm, organise routine payments to Practices

Operational and Organisational Matters:

- Identify clinical and organisational improvements to enhance and improve integrated care and services to patients
- To assist in the resolution of any complaints, resolving informal complaints locally and assisting in the investigation of and response to formal complaints as required
- Organise the procurement of equipment, supplies and services within target budgets
- Be aware of performance and quality indicators for all aspects of Primary Care

- To organise and minute relevant meetings, ensuring outcomes are recorded and shared with member practices and key stakeholders
- Liaise and work with different practices on an ad-hoc project basis

Data & IT:

Accurate data flow, both to and from the PCN is essential in the planning of new services and in the reporting of existing services to both the PCN constituent members and to other stake-holders. To this end, the post-holder should:

- Secure all necessary data from the SWCSU in order to support delivery of projects
- Ensure that all data necessary for ongoing reporting requirements is recorded by all staff as necessary
- Keep abreast of the latest IT developments and opportunities
- Evaluate and plan PCN IT implementation and modernisation as required by the Board
- Liaise with the ICB regarding systems procurement and IT funding
- Assist with the gathering of statistics and information when required

Performance and Quality Indicators:

The post-holder should strive for continuous improvement, both personally and in the services that the PCN delivers. The post-holder should, as a minimum:

- Be aware of local and national quality standards for all aspects of primary care
- Ensure that the PCN meets all Health and Social Care Act requirements
- Assist in the production of information for clinical audit as requested by other members of staff or the Board
- Work with the ICB to validate patients' information, performing regular checks and quality audits
- Effectively manage their own time, workload and resources
- Lead and encourage significant event audit meetings, ensuring that learning outcomes are addressed and communicated to the wider staff team
- Ensuring personal KPIs are achieved. These to be determined during your probationary period

Strategy and Development:

Whilst not the primary functions of this role, opportunities and future development are what will drive the PCN forward successfully. As such, the post-holder should be aware of these opportunities and report them to the Clinical Directors. As a minimum they should:

- Identify clinical and organisational improvements to enhance and improve integrated care and services to patients
- Represent the Board at any external meetings as requested by the Board, taking the Board's view forward
- Report back to the Board after these meetings
- Explore all possibilities for future development with outside agencies

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 with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data
- Not to enter patients records without clinical or administrative need to do so

Health and Safety:

- Assisting in promoting and maintaining their own and others' health and safety and security as defined in the Practice Health and Safety Policy
- 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.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/ patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Demonstrate due regard for safeguarding and promoting the welfare of children and adults
- Reporting any potential risks identified and with due regard to the Whistleblowing Policy

Equality and Diversity:

- Acting in a way that recognises 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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Personal & Professional Development:

- 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
- Taking responsibility for maintaining a record of own personal development
- Working with management on any new training requirements

- Communication:**
- Communicate effectively with other team members.
 - Communicate effectively with patients and carers.
 - Recognise people's needs for alternative methods of communication and respond accordingly
- Contributing to the Implementation of Services:**
- Develop new policies, standards, SOPs and guidelines as required.
 - Discuss with other members of the team how the policies, standards and guidelines will affect own work
 - Participate in audit where appropriate
- Flexibility:**
- Carrying out other duties that are required within the role as it evolves within the development of the organisation
 - All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises
 - These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work
 - If the additional responsibility or task become a regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff

Due to the still emerging nature of Primary Care PCNs, the nature of this post will undoubtedly change. As such, flexibility is essential. The post-holder is required to carry out any duties that may reasonably be requested by the Partners or management team

No Job Description can give a complete account of all aspects of the post. Therefore, from time to time, the demands of the organisation will require adjustments in the responsibilities of the post. No such adjustments however, may be made without the agreement of the Partnership/ Board or without full consultation with the post-holder

SIGNED EMPLOYEE
(Print Name)

Signature:

Print:

Date:.....

SIGNED EMPLOYER
(Print Name)

Signature:.....

Print:.....

Date:.....