

# Practice Development Manager

***Closing date: 19th January 2024***

What we can offer:

All new employees will receive a detailed induction and training programme

Mentoring sessions and a supportive duty team

Weekly clinical meetings and regular education updates

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rota basis

1 week study leave on a pro rata basis

Opportunities for career development and progression

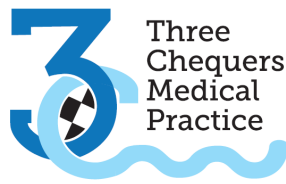
Staff training and away days

How to apply:

Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries.

For more information about these positions please visit our website [www.3chequers.co.uk/staff-vacancies](http://www.3chequers.co.uk/staff-vacancies) or collect an application form from Endless Street Surgery.

We look forward to receiving your application.



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at [www.3chequers.co.uk](http://www.3chequers.co.uk)

## Job Description

**Job Title:**

Practice Development Manager

**Reporting to:**

Practice Manager

**Job Responsibilities:**

- Oversee and manage IT maintenance and support across the practice
- Oversee and manage IT development and planning
- Be responsible for and manage the surgery Information Governance & IT policy administration
- Be part of the Duty Manager rota and provide additional cover in the absence of PM
- Oversee and manage the clinical rota and rota team staff

To support the Management team in the execution of their roles

To support the Partners at all times, especially in the absence of the Practice Manager

To lead on the Directed ,National and Local Enhanced Services and Practice quality standards for chronic disease management

Be actively involved in QOF /IIF

Oversee and be responsible for the Bluestream Training for all staff and Partners

Assist with the running and implementation of seasonal vaccination programme

**IT Maintenance and Support:**

- Oversee the maintenance of the Practice Website .
- Help support with the maintenance and update of Intradoc.
- Oversee the support and training of staff with the practice telephone system and liaise with the telephone provider.
- Oversee and provide support in the management and maintenance of the practice Smartcard system ensuring there is an up-to-date register of all Smartcard users and their access permissions.
- Oversee the setup and maintenance of an accurate register of all IT equipment and medical equipment on all sites (Computers, printers, scanners, screens, laptops & other accessories)
- Oversee the procurement of new IT equipment and any medical equipment that can be linked to the practice clinical system
- Oversee the Communication and Systems Lead's role in conjunction with the CSWCSU to ensure that all IT equipment is up to date and fit for purpose.

- Oversee and manage the Communication and Systems Lead's role in the investigation and resolution of problems in the day-to-day use of computers, printers and other IT related equipment
- Oversee the effective running of the practice's IT network and e-mail system, including the administration of user profiles
- Oversee the installation and configuration of hardware and software
- Oversee the management and maintenance of other software systems such as AccuRx, TQuest, SystmOne, Bluestream and Windows
- Oversee the collection and reporting of the Friends and Family data..
- Oversee the IT, SystmOne and Outlook training + any IT software training as required for staff.
- Oversee the register of all users with external access to the practice clinical system via Laptops, headsets and Softphone licences.
- Ensure standardisation of IT/ IG documentation throughout the practice
- Identify areas for development and enhancement of the clinical and other practice systems to ensure both ease of use and optimum data quality and efficient administration of the practice
- Liaise with the ICB regarding systems procurement, IT funding and national IT development programmes
- Oversee the implementation of the practice IT plan, monitor its effectiveness and implement modernisation when necessary

### **IT Training:**

- To become the practice expert in all aspects of the clinical system and be able to train other users, both clinical and non-clinical, in the best use of the system
- Oversee the training of all new users on the practice computer systems Information Governance & IT Policies:
- Lead and manage the production and maintenance of Information Management policies and annual completion of the Data Security and Protection Toolkit (DSPT).
- Lead and manage the production of SOPs for IT use and failure of systems

### **QOF Data Quality:**

- To ensure that agreed Practice protocols are used and that standards amongst the team are consistent
- To assist with monitoring and the achievement on QOF every month and support and report to GPs by highlighting data requirements from patients to them in whatever way is appropriate
- As part of the Practice Management team support the development of delivery strategy for new QOF targets as required
- To proactively work to ensure achievement at year end for all clinical QOF indicator

**Enhanced Services :**

- Oversee and manage the Enhanced, National, Local and practice quality standards for chronic disease management
- Oversee support to clinical teams in correctly identifying and targeting patients for assessment and treatment.
- To provide advice and support for clinical/ nonclinical teams in order to produce regular reports on the progress of these groups in achieving their targets
- To oversee the production of information for clinical audit as requested by the clinical teams
- Oversee and manage the monitoring of data quality and collation
- Oversee the routine monitoring and assessments relating to practice performance against patient access and demand management targets
- Keep abreast of the latest development in primary care IT including DoH initiatives such as EPRs and disease coding, and regularly update the practice management team

**Strategic management and planning:**

- Keep abreast of current affairs and identify potential threats and opportunities
- Assist the PM with the practice strategy; formulate objectives, research and develop ideas for future practice development
- Develop and maintain effective communication both within the practice and with relevant outside agencies
- Adopt a strategic approach to the development and management of patient services.
- Routinely monitor and assess practice performance against patient access and demand management targets

**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 to identify risks involved in work activities and to undertake such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and keeping them free from hazards
- Reporting potential risks as identified
- Support the Quality Assurance

### **Human Resources:**

- Take part in performance review meetings and be involved in disciplinary and grievance proceedings as required by the Practice Manager and in accordance with Practice policy
- To attend and contribute to staff meetings and when appropriate attend training courses and sessions, even if they are on days that you would not normally work.
- Strive to maintain quality and promote continuous improvement within the Practice
- You will endeavour to communicate effectively with everyone within the Practice, patients and their Carers, ensuring that you recognise people's needs for alternative methods of communication and respond accordingly

### **Core Principles:**

- To ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work
- To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- To follow procedures to ensure compliance with current regulation such as the Data Protection Act 2018 and General Data Protection Regulation
- To follow all practice protocols concerned with the maintenance of ethical practice
- To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity
- To contribute to a culture of continuous improvement
- To deal with complaints promptly and according to organisational protocol
- To perform duties to standards required by the practice in accordance with quality assurance
- To demonstrate commitment to Continuing Professional Development

**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.

**Personal and 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
  - Demonstrating skills and activities to others who are undertaking similar work and maintain a personal record of personal development
  - Sharing knowledge and good practice from outside learning within the wider team
  - Working with management on any new training requirements
  - Assess own performance and take accountability for own actions, either directly or under supervision
  - Effectively manage own time , workload and resources

**Quality:**

- The post-holder will strive to maintain quality within the practice, and will:
  - Alert other team members to issues of quality and risk
  - 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 patients' needs
  - Adhering to Practice dress policy
  - Being punctual at all times

**Equality:**

- The post holder will support the equality, diversity and rights of patients, carers and colleagues to include-
- Performing 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
- Behave in a manner which is welcoming to and of the individual, is non-judgmental and
- Respects their circumstances, feelings priorities and rights. Communication:
- The post-holder should recognise the importance of effective communication within the team and will strive to:
- Communicate effectively with other team members in a timely and professional manner
- 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
- Ensure service development and delivery in accordance with local and national guidelines Other duties:
- To carry out other duties that are required within the role as it evolves within the development of the organisation

**Flexibility:**

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder.

The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

Please sign and date this document to confirm its accuracy at the present time.

Job holder: .....

Date: .....