

71-75 Shelton Street, London, WC2H 9JQ | www.generalpracticesolutions.net
020 8865 1942 | enquiries@generalpracticesolutions.net

Practice Manager GPS Associate

Job Title: Practice Manager GPS Associate.
Location: National. (various locations available across the UK)
Directorate: Primary Care. (NHS England & the devolved nations)
Reports to: GPS Flexible Workforce Office. (FWO)

Job summary.

Are you ready to lead and innovate in the world of primary healthcare? At General Practice Solutions (GPS), we are on the hunt for passionate and dynamic practice managers to join our vibrant team. In this exhilarating role, you will oversee multiple practice locations, driving excellence in patient care and operational efficiency. You will have the unique opportunity to shape the future of primary healthcare across the UK, ensuring every patient receives top-tier care in a supportive, forward-thinking environment. If you're a strategic thinker with a heart for patient care and a knack for leadership, this is your chance to make a lasting impact.

Key responsibilities.

Operational management.

- Lead daily operations across multiple practice locations, ensuring smooth and efficient service delivery.
- Craft and refine practice policies, procedures, and protocols to uphold the highest standards of patient care and safety.
- Lead financial planning and resource allocation, optimising budgets to enhance service delivery and patient outcomes.

Team leadership.

- Inspire and lead multidisciplinary teams, including GPs, nurses, healthcare assistants, and administrative staff.
- Cultivate a positive, collaborative work environment that encourages professional growth and team synergy.
- Conduct regular staff appraisals, training sessions, and performance reviews to maintain high levels of competence and enthusiasm.

Compliance and quality assurance.

- Ensure compliance with nhs policies, care quality commission (CQC) standards, and general data protection regulation (GDPR) requirements.
- Maintain meticulous, up-to-date patient records using advanced electronic health record systems like EMIS or SystemOne.
- Spearhead quality improvement initiatives and regular audits to sustain top-tier standards of care.

Strategic development.

- Collaborate with senior management to implement strategic plans for practice growth and service innovation.

- Identify opportunities for service enhancements, leveraging best practices and emerging healthcare trends.
- Build and nurture strong relationships with local health boards, community organisations, and other stakeholders to support public health initiatives.

Financial management.

- Oversee comprehensive financial management, including budgeting, forecasting, and financial reporting.
- Pursue funding opportunities and grants to bolster practice initiatives and improvements.
- Maximise resource efficiency to ensure cost-effectiveness and superior service quality.
- Understanding of the practice accounts, current income streams (NHS & Private) & expenditure.
- Keep abreast of contract and legislation changes and new funding opportunities.

Regulatory and ethical standards.

- Uphold the highest standards of professional conduct and ethical practice, adhering to all relevant regulations and guidelines.
- Ensure all practice activities are legally compliant, with a steadfast focus on patient confidentiality and data protection.

Patient experience.

- Ensure a patient-centred approach is maintained throughout all practice activities, enhancing patient satisfaction and care quality.
- Handle patient feedback, complaints, and suggestions effectively, implementing improvements as needed.
- Promote health education and preventive care initiatives within the practice community.

Person Specification.

Qualifications.

- Experience: Minimum of two years in a general practice or primary care setting.
- Relevant qualifications in healthcare management or business administration.

Skills.

- Strong organisational, leadership, and communication skills. Proficiency with healthcare IT systems (e.g., EMIS, SystmOne).

Patient experience.

- Ensure a patient-centred approach is maintained throughout all practice activities, enhancing patient satisfaction and care quality.
- Handle patient feedback, complaints, and suggestions effectively, implementing improvements as needed.
- Promote health education and preventive care initiatives within the practice community.

Attributes.

- Compassionate, adaptable, and committed to continuous professional development.

Knowledge.

- Comprehensive understanding of NHS policies, clinical guidelines, and public health initiatives relevant to primary care in NHS England and the devolved nations.

Personal attributes.

- Integrity and confidentiality.
Demonstrates integrity and respect for patient confidentiality in all interactions.

- Adaptability.
Flexible and responsive to the evolving needs of the practice and patient population.
- Commitment to professional development.
Dedicated to lifelong learning and professional growth.

Why join us?

- Impact.
Make a real difference in the health and well-being of communities.
- Growth.
Opportunities for professional development and career progression.
- Flexibility.
Various work arrangements available to suit your lifestyle.
- Team Spirit.
Join a supportive and dynamic team dedicated to high-quality patient care.

Special requirements.

- Flexible working hours.
Willingness to work flexible hours, including evenings or weekends, to meet patient needs.
- Driving requirements.
A full driving licence and access to a vehicle may be necessary for conducting home visits or travelling between practice sites.

Application process.

If you are enthusiastic about practice management and ready to take on an exciting and impactful role, we encourage you to apply. Please submit your application through our website. We offer opportunities nationwide, with options for remote, hybrid, and in-person work arrangements. Join us in making a meaningful contribution to the health and well-being of individuals and communities across the UK.