



1. Job Title	Practice Manager	2. Job Description Date	November 2025
3. Department/Team	Health & Wellbeing	4. Reports to	Physician & Surgeon
5. Context			
<p>The Royal Hospital Chelsea is a historic institution providing sheltered accommodation (Long Wards) and full nursing care where necessary (the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as In-Pensioners. It ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow.</p> <p>The role holder is expected to lead by example in demonstrating the Royal Hospital Values:</p> <ul style="list-style-type: none"> • Nurture Belonging – unite through comradeship. • Respect Individuals – listen and act. • Encourage Pride – commit to high standards. • Enjoy Life – make people smile. <p>All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital's Strategy and Vision.</p>			
6. Role Purpose:			
Provide leadership & management to enable the Practice to meet agreed aims & objectives within a safe, effective & efficient working environment, whilst fostering a committed team. Main areas of responsibility being the medical centre working area environment, staff development and the day to day running of the Practice.			
7. Principal Accountabilities: 8-10 outcomes			
<p>Principal Tasks</p> <p>Premises and Equipment:</p> <ul style="list-style-type: none"> • Ensure standards of cleaning and hygiene in the practice maintained • Work with Royal Hospital Chelsea on-site security team to ensure the practice area is secure and access to rooms and confidential material maintained • Establish and maintain a system of control for the booking of the consultation rooms and facilities to meet the requirements of the occupiers i.e. visiting secondary care service providers Maximising available practice space to achieve the optimum use of the practice • Liaise with relevant departments within Royal Hospital Chelsea to ensure that the building complies with all aspects of legislation and best practice • Ensure that the Practice complies with all aspects of Health and Safety legislation • Liaise with finance department regarding insurance requirements for the Practice <p>Staffing overview:</p> <ul style="list-style-type: none"> • Ensure the smooth running of the clinical sessions held in the Practice through adequate staffing levels, including the co-ordination of staff annual leave and time away from the Practice. • Support clinical and non-clinical staff to enable a consistent and continual level of cover during any absence • Responsible for the booking of locum staff as required by the Practice. 			



- Responsible for staff inductions, on-going personal development plans, staff appraisals and that all staff are adequately trained to fulfil their role.
- Liaise with HR regarding staff recruitment
- Manage the administrative staff and non-clinical management of the nursing staff, taking the lead responsibility in staff appraisal and training
- Ensure job descriptions are updated appropriately and promptly when changes are introduced
- Ensure all SMARTCards are applied for at commencement of employment

Information and Communication:

- Maintain confidentiality at all times.
- To ensure that the Practice adhere to the NHS Information Governance guidelines
- Data Officer Duties — Work with the Data Champion or Employee Relations and Policies Advisor and Data Protection Officer to ensure compliance with GDPR regulations and all policies and procedures are up to date within your department, work area and across the Hospital.
- Keep all staff updated of any changes in the NHS and how this will affect the Practice

External Relationships:

- Ensure efficient internal and external communication including being a point of contact for the Integrated Care Board and any other relevant organisation
- To develop and maintain external communication with the practices Primary Care Network Group (Brompton Health) and attend meetings as required.
- Manage and drive service delivery to achieve the optimum outcome against practice contracts with NHSE, North West London ICB, and other Health authorities.
- Support the Partners to develop and implement processes to achieve clinical targets of QOF, Network and Enhanced service contracts.

Organisational:

- Contribute to the Practice strategy; formulate objectives and research and develop ideas for any future development
- Ensure timely submission of data to Integrated Care Board, Primary Care Network & GP Federations or other relevant organisations to meet contractual requirements
- Ensure that the Practice is compliant with Care Quality Commission requirements
- Liaise with the Physician and Surgeon to ensure the Practice is maximising potential income
- Liaise with receptionist to convene meetings, prepare agendas and ensure distribution of minutes of meeting as required
- Organise appropriate cover for any staff absences as required
- Develop Practice protocols and procedures, review and update as required
- Liaise with relevant internal and external staff to ensure that the Practice has adequate disaster recovery procedures in place.
- Liaise with Senior Practice Nurse to arrange appropriate maintenance for Practice equipment
- Ensure all staff are kept informed on all policy changes



- To develop and maintain the Practice Patient Participation Group quarterly meetings and report back on any suggestions / comments made
- To attend Practice Managers Forum meetings
- To attend Primary Care Network Group (PCN) meetings
- Liaise with PCN group member practices to ensure working to same goal
- To ensure data is submitted in a timely manner on a monthly / quarterly basis as required to our PCN group, NW London ICB
- In the absence of the medical receptionist to ensure appointments booked by E-RS are completed within a timely manner, with the patient and referring doctor made aware of appointment details.

Patient Services:

- Adopt a strategic approach to the development and management of patient services
- Ensure service development and delivery is in accordance with local and national guidelines
- Ensure the Practice complies with NHS contractual obligations in relation to patient care
- Maintain registration policies and monitor patient turnover and capitation
- Develop and implement an effective complaints management system
- Oversee and / or develop and manage an effective appointment system
- Oversee and / or organise the surgery timetables, duty rotas and holiday cover
- Routinely monitor and Assess Practice performance against patient access and demand management targets
- Liaise with the nursing staff the patient health education programme to ensure in line with current NHS contractual requirements

Information Management and Technology:

- Liaise with internal and external IT Support teams regarding appropriate IT systems in place to ensure running of services
- Ensure all staff have relevant access to the IT System to enable them to undertake their role effectively
- Maintain the Practices / NHS Choices websites
- Liaise with the Senior Practice Nurse the health education materials available to the patients
- Analyse appointments looking at supply and demand, liaise with staff in regards to findings and implement appropriate changes
- Liaise with staff to establish a set of protocols for the Practice, to ensure the accurate input of data and enable access of information as required
- Ensure staff appropriately trained in how to use any updated software
- Maintain awareness within the Practice of Health and Safety issues, particularly regarding computer usage. If required conduct a training programme for staff with regards to this
- Ensure that the clinical staff appointment templates are correctly uploaded and maintained
- To assist in general reception duties as required due to absence or annual leave

Financial Management:

- To manage the Practice budget and with other staff seek to maximise income into the Practice



8. Leadership expectations

The role holder is expected to:

- Provide line management to the Medical Receptionist/ Senior Administrator and to the Senior Practice Nurse (non-clinical)
- Support to Senior Practice Nurse in their line management of the practice Health Care Assistant

9. Skills Knowledge and Experience

Essential Skills

- High standard of education with excellent literacy and numeracy skills
- Excellent communication skills
- Evidence of Personnel management
- Confidence with information technology
- Ability to manage and lead a team in a changing work environment

Desirable Skills

- Excellent understanding of primary care/ NHS general practice
- Leadership and/ or Management Qualification

Knowledge and Experience

- Experience of working in a health care setting.
- Financial acumen - experience of managing accounting procedures including budget and cash flow forecasting.
- Experience of managing multidisciplinary teams.
- Experience of performance management, including appraisal writing, staff development and disciplinary procedures.
- Experience of workforce planning, forecasting and development.
- Experience of successfully developing and implementing projects/ workplace change.
- Experience of chairing meetings, producing agendas and minutes.

Competences

- Highly organized and focused.
- Able to demonstrate high level accuracy and attention to detail
- Ability to build relationships with stakeholders and colleagues
- Team player
- Willingness to work with others and respect their views

Qualifications:

- Educated to degree level in healthcare or business or equivalent demonstrable experience within a similar role
- Recognised Practice Management qualification (highly desirable)



Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.