**Claypath and University Medical Group  
and  
Claypath and University PCN  
 DURHAM CITY**

**Appointment of   
General Manager**

**Information for Applicants**

* **An outline profile of the practice/PCN**
* **An outline profile of the post**
* **Summary job description**
* **Person specification**
* **The principal contract terms**

**April, 2025**

An outline profile of the practice/PCN  
  
The practice and its philosophy  
  
Claypath and University Medical Group is a single practice working from two sites and at scale to provide resilient high quality primary care services to an ever-increasing practice population. Since 2019 the practice has also been functioning as a single practice Primary Care Network (PCN). PCN services include podiatry, first contact physiotherapy, social prescribing, clinical pharmacy, mental health, care coordination.

The practice is urban "within a 3km radius of the City Centre" with a list size of 33,500 patients, half of whom are students and staff from the University of Durham.

The practice operates within the North-East and North Cumbria Integrated Care Board (ICB) and is well-organised, successful, and forward-thinking. It is contracted to provide essential General Medical Services (GMS).

The Partners are committed to a patient-centered, evidence-based approach to health care, offering a full range of services with a focus on high quality care. They value and support their staff and provide opportunities for self-expression and fulfilment. They value team spirit and are committed to a good work life balance. There is a relaxed atmosphere at the surgeries and the environment is very pleasant to work in.

The imminent retirement of the General Manager has created the need for a replacement to continue to facilitate the smooth running of the practice/PCN and to develop, innovate and lead the practice, building on the friendliness that already exists between doctors, staff, and patients.

## The doctors

There are ten GP Partners and there are five Salaried GPs.

The practice is a training practice for GP Registrars from the Northumbria and Durham Tees Valley Vocational Training Schemes and for F2 grade doctors. The practice also teaches MBBS medical students from Newcastle University.

The Location  
  
The practice/PCN operates from two surgeries based in Durham City. Durham is well placed for access to the motorway and rail network and close to the North-East coast and Newcastle. There is a good range of housing, schools, shops, sporting facilities and other public amenities.

Staff  
  
The practice/PCN has a large team of health care professionals and administration support.  
  
Practice/PCN Staffing Structure   
  
**Administration Staff**  
Deputy General Manager 1  
Medical Secretary Supervisor 1  
Medical Secretaries 3  
Finance Officer 1  
Data Quality Supervisor 1  
Practice IT Administrator 1  
Reception Supervisor 1  
Rostering Administrator/ Medical Receptionist 1  
Medical Records Administrator 1  
Medicals Administrators 2  
Medical Receptionists 16

**Clinical Staff**Nurse Practitioner/Nursing Team Leader 1

Nurse Practitioners 4  
Practice Nurses 5  
Health Care Assistants 2

**PCN Staff**  
PCN Clinical Pharmacists 3  
PCN Pharmacy Technician 1

PCN Advanced Practitioner First Contact Physiotherapist 1

PCN First Contact Physiotherapist 1

PCN Social Prescriber Link Worker/Team Leader 1

PCN Social Prescriber Link Worker 1  
PCN Digital and Transformation Administrator 1  
PCN Nurse Associate 1

PCN Care Coordinator 1

PCN GP Assistants 4

**Attached Staff**District Nurses  
Midwives  
Health Visitors  
CPN (Community Psychiatric Nurse)

Eating Disorders CPN

IAPT practitioners

## Computing and Information Technology

The practice is paper-light and uses SystmOne. Current clinical and administration information systems are well established and stable. The practice uses Sage Accounting and outsources its payroll function.

# An outline profile of the post

The Administration Team provide support in a variety of areas and are self-managed with a high level of autonomy.  
  
The principal areas of responsibility and required qualities are outlined below. We are seeking, however, a proactive business-savvy leader who actively identifies and pursues new opportunities. The ideal candidate is a “go-getter” with strong strategic awareness, able to drive growth, forge key partnerships, and optimize performance. They must also demonstrate excellent interpersonal skills, people management experience, financial literacy, and confidence in IM&T.  
  
An understanding of current NHS policy would be helpful, but is not essential. In addition to adapting the practice to meet the demands of providing high quality patient care, the manager will need to ensure that the practice is financially efficient and compliant with all aspects of health and safety and employment legislation.

Alongside the effective day-to-day operational supervisory role, the Partners are looking to appoint a strategic thinking manager to take forward and contribute to the ideas of the practice team. The manager is seen as a key member of the team and will be expected to demonstrate leadership qualities from within the team, achieving goals and targets using a combination of personal involvement, motivation of other staff and delegation. The Partners are aware of the qualities and skills they require to complete their management team. The successful candidate is likely to be a strong individual who is willing and able to take an active role alongside the Partners.

The opportunity for further personal development will be given to develop your skills in line with practice needs. The existing team has established an excellent network of support and collaborative working, and the new manager will be expected to continue to develop these links.

References will be requested, and you will be asked about your fitness to perform the role.

# Summary Job Description

# Key responsibilities

* **Strategy** – Identify opportunities, develop business plans, and support recruitment/estates strategies.
* **Administration** – Manage contracts, policies, meetings, and legal compliance.
* **Quality & Risk Management** – Ensure service standards, regulatory compliance (CQC, GMS), and oversee audits.
* **Human Resources** – Ensure effective recruitment, training, appraisals, and staff management, working with deputy manager.
* **Finance** – Monitor budgeting, payroll, claims, and cost-saving initiatives, liaising with finance officer.
* **Premises** – Ensure maintenance, safety, and lease agreements are managed, supported by the wider team.
* **IT & Data (Oversight)** – Oversee systems, cybersecurity compliance, and NHS Digital returns, working with the digital team.
* **Networking** – Maintain relationships with ICBs, LMCs, PCNs, and external stakeholders.
* **Confidentiality** – Enforce data protection, manage breaches, and train staff.
* **Equality & Diversity** – Promote inclusivity and respect for patients and staff.
* **Miscellaneous** – Handle additional tasks as required by Partners.

# Detailed Main Responsibilities and Duties of the Post

**Strategy**

* Proactively identify new opportunities for the organisation
* Participate in the formulation of the practice/PCN development plan, recruitment strategy, estates strategy etc.
* Facilitate production of business plans, review, and update
* Prepare bids for development funding

**Administration**

* Prepare, renew and implement Partnership contracts, Partnership Agreement and associated documentation
* Arrange and chair meetings – practice and between practice and outside agencies
* Update Business Continuity Plan
* Oversee the development of practice policies, protocols, and procedures
* Renew and implement legal matters e.g. insurances, health and safety
* Oversee professional indemnity cover

**Quality Assurance and Risk Management**

* Be proactive in developing patient services and implementing service standards
* Ensure compliance with terms of GMS Contract
* Ensure practice's CQC registration is up-to-date and work with relevant Partner to prepare the practice for CQC inspection
* Arrange Significant Events Meetings for all staff
* Set up quality improvement monitoring systems, submit SIRMS
* Ensure clinics are well organised
* Set up ways to improve patient participation in the practice
* Produce and update any patient leaflets and the practice leaflet
* Take lead with relevant Partner for managing complaints
* Develop and maintain the practice website
* Produce annual reports where appropriate and be responsible for overseeing audits
* Help set up systems and advanced planning e.g. planning for a flu epidemic/enhanced services/Quality and Outcomes Framework/enhanced access
* Regularly review and update the practice Health & Safety and Information Governance Risk Register
* Ensure all accidents or dangerous incidents are investigated, recorded, reported where necessary and any follow-up action
* Cooperate and participate as required in clinical audit/research projects within the practice

**Human Resources**

* Management responsibility for all practice staff, their work environment and welfare
* Facilitate the development of a multi-disciplinary effective primary health care team
* Recruit and select practice staff, including induction programmes
* Discipline and dismiss staff where necessary after discussion with Partners and taking any legal advice necessary
* Be aware of current employment legislation
* Develop and maintain good employee/employer relationships
* Ensure staff are aware of any changes that occur in the practice by maintaining good communication at all times within the practice team
* Ensure annual appraisals are carried out on all non-clinical and clinical staff
* Produce staff development plans and provide opportunities for training
* Arrange Clinical Education/Supervision meetings
* Ensure all staff have up-to-date job descriptions and contracts
* Implement pay rises and increments at the appropriate time
* Organise appropriate paperwork for doctors/staff DBS checks
* Organise welcome packs for all staff and locums
* Meet with attached staff as and when necessary and arrange/attend regular meetings with Partners and attached staff to discuss all issues around patient care
* Arrange suitable facilities to enable attached staff to work within the practice
* Arrange social events for doctors and staff to maintain employee/employer social contact
* Responsible for the health and safety policy and its implementation

**Finance**

* Liaise with the Finance Officer and Partner responsible for financial matters regarding all aspects of finance
* Responsible for maintaining accounting records/management information
* Monitor cash flow, prepare regular forecasts and reports for Partners
* Manage and reconcile bank accounts and liaise with practice bank
* Organise and attend annual meetings with the accountant and Partners
* Maintain responsibility for handling/recording of cash/cheques and petty cash
* Liaise with organisation responsible for payroll and ensure schedules are adhered
* Comply with Pensions Regulator Auto-Enrolment requirements and administration of NHS Pension Scheme in liaison with organisation contracted to manage payroll
* Quality & Outcomes Framework (QOF)/LIAISE/IIF Schemes – monitor performance against targets with relevant Partner
* Manage and monitor quarterly enhanced services claims
* Oversee estimates for all surgery maintenance and repairs and get minor repairs/work completed in appropriate timescales – for major work present estimates to the Partners with recommendations – when a contract is agreed, organise and oversee the works alongside the Deputy General Manager
* Directly assist with profit improvement by exploring areas for maximising income or reducing costs

**Premises**

* Take the lead in the organisation of any new building projects
* Maintain any maintenance contracts and the general upkeep of the surgery premises alongside the Deputy General Manager
* Housekeeping and organisation of cleaning oversight
* Monitor work areas and practices to ensure safe and hazard free and conform with health and safety legislation
* Look after the rental aspects of the premises
* Maintain lease agreements including liaising with NHS Property Services
* Review of notional rent

**Information Technology**

* Understand the practice communication and telephony systems
* Assist with the purchase of appropriate information systems (in liaison with NECS)
* Ensure the practice keeps up-to-date with technological issues
* Ensure compliance/completion of the annual Data Security and Protection Toolkit
* Ensure completion of NHS Digital returns e.g. K041b GP Complaints, General Practice Annual Self Declaration, Workforce returns, etc.

**Networking**

* Build/maintain good working relationships with the ICB, NECS, hospital trusts, community agencies, Local Medical Committee, other PCNs, GP Federation, other GP practices, local pharmacies and others
* Represent the practice at meetings and seminars
* Present a professional image and always promote the practice
* Share skills and expertise with others

**Confidentiality**

* To treat as strictly confidential:
  + access to confidential information relating to patients, their carers and relatives and colleagues
  + access to information relating to the practice as a business
* Only share this information in accordance with the Practice's Confidentiality Policy, the Data Protection Act, and Freedom of Information Act so that personal and sensitive patient identifiable data is protected.
* To be responsible for managing any practice data breaches and maintaining the practice Data Breach Register
* To ensure the practice's confidentiality and Data Protection Policies are implemented and that all staff are adequately trained, and training is updated.

**Equality & Diversity**

* Support the equality, diversity and rights of patients, carers and colleagues to include:
  + acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures/ policies and current legislation
  + respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
  + behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights

**Miscellaneous**

* Other duties which may be decided up by the Partners from time to time

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| --- | --- | --- |
| **General Manager – Person Specification** | | |
|  | **Essential** | **Desirable** |
| **Academic/**  **Vocational qualifications** | * Education to degree level with evidence of a sound education * Evidence of a commitment to continuing professional development | * Relevant management qualification |
| **Experience** | * Strong track record of senior management in a healthcare or other similar complex environment * Track record of success at motivating and managing people * Track record of working in teams and able to promote a team spirit * Financial management experience including understanding of spreadsheets, book-keeping, and accountancy * Able to plan well, organised, and approachable, able to make decisions and work to tight timelines | * Understanding of NHS policy * Change management experience |
| **Skills** | * A "solutions focused" approach * Strategic thinker, planner with vision * Excellent communication (oral and written) and interpersonal skills * Ability to listen and empathise * Delegation * Chairmanship and coordination * Good time management * Computer literate/IT skills * Negotiating and managing conflict * Able to manage change * Networking and facilitation | * SystmOne clinical software |
| **Qualities** | * Self-motivating and self-confident – able to work autonomously and initiate/self-direct own workload * Adaptable and innovative * Enthusiasm, with energy and drive * Gains respect by example and leadership * Honest, caring, and sympathetic * Diplomatic * Good sense of humour, personable * Hard working, reliable and resourceful * Willing to work flexible hours * Considered, steady professional approach |  |
| **Other** | * Non smoking environment * Ability to travel to meetings on occasion |  |

**The principal contract terms**

* An annual salary to be agreed - dependent on experience and skills.
* The hours required will be commensurate with the salary but will be based on 37.5 hours per week. There will be a requirement to attend some evening meetings.
* Annual Leave entitlement will be 30 days per annum plus statutory bank holidays.
* Access to the NHS Pension Scheme.
* There will be a mutual assessment period of twelve months with quarterly reviews.
* Period of notice will be one calendar month during the first twelve months rising to three calendar months thereafter.

/GPB

1st April, 2025