

Practice Manager

Hawthorn Drive Surgery, Ipswich, Suffolk, IP14 1UZ

Location	206 Hawthorn Drive, Ipswich, Suffolk, IP2 0QQ
Hours	Full-time
Salary	Competitive, dependent on experience
Contract	Permanent
Responsible to	GP Partners

Job Summary

Hawthorn Drive Surgery is seeking an experienced, organised and people-focused Practice Manager to lead the smooth, safe and effective running of our GP practice in Ipswich.

Working closely with the 3 GP Partners, the successful candidate will provide visible leadership across the practice, support a positive team culture and ensure we continue to deliver high-quality, patient-centred care. This is a varied and hands-on role covering Operational Management, HR, Finance, Compliance, Premises, IT oversight and Service Improvement.

We are looking for a confident manager with strong communication skills, sound judgement and a good understanding of NHS primary care. Applications are welcomed from experienced Practice Managers, Deputy Practice Managers or Senior Healthcare Managers ready to take the next step.

Main Duties of the Job

- Lead the day-to-day management of the practice, ensuring services run safely, efficiently and responsively.
- Support the GP Partners with business planning, service development and delivery of practice objectives.
- Manage and develop the non-clinical team, including recruitment, induction, rotas, appraisals, training, absence and performance management.
- Maintain effective systems for patient access, appointments, workflow, complaints, feedback and communication.
- Oversee QOF, enhanced services, claims, audits and contractual submissions, ensuring deadlines are met.
- Support financial management including budgets, income streams, payroll liaison, purchasing and supplier contracts.
- Lead on CQC readiness, governance, risk management, information governance, safeguarding administration and health and safety compliance.
- Oversee premises, equipment, maintenance, business continuity and infection prevention processes.
- Work constructively with Orwell PCN, the ICB, NHS England, CQC, suppliers and local healthcare partners.
- Promote a culture of teamwork, accountability, equality, professionalism and continuous improvement.

About Us

Hawthorn Drive Surgery is a well-established GP practice based at 206 Hawthorn Drive, Ipswich with a list size of approximately 11,000 patients. We are committed to providing accessible, compassionate and high-quality care for our local community.

We are a training practice for both GP registrars and UEA medical students.

The practice is currently rated Good by the Care Quality Commission and is part of Orwell Primary Care Network. We offer modern patient access routes, including online consultation, online appointment booking and online repeat prescription services.

We are seeking a Practice Manager who will help us build on our strengths, support our team and continue improving the way we work for the benefit of patients and staff.

What we can Offer You

- Competitive Salary
- NHS Pension Scheme
- Blue Light Card Employer – access to the discount service with thousands of discounts online and in the high street
- Joining a committed, patient focused and supportive team
- 25 days annual leave plus bank holiday allowance

Job Description

Job Responsibilities

The Practice Manager will be responsible for the operational, people management, business and governance functions of the practice. Duties will include, but are not limited to:

- Providing effective leadership and day-to-day operational management.
- Ensuring staffing levels, rotas and workflows support safe and efficient service delivery.
- Developing and maintaining policies, procedures and practice systems.
- Managing HR processes fairly and consistently, with appropriate support where required.
- Monitoring practice performance against contractual, quality and financial targets.
- Ensuring compliance with CQC standards, NHS requirements, data protection, confidentiality and statutory obligations.
- Managing complaints, significant events and patient feedback in line with practice policy.
- Maintaining effective internal communication and positive external relationships.
- Supporting the adoption of digital tools and efficient use of clinical and administrative systems.
- Ensuring the practice remains responsive, resilient and prepared for future change.

Person Specification

Experience

Essential

- Management experience in general practice, primary care, healthcare or a comparable people-focused setting.
- Strong leadership, organisational and communication skills.
- Experience of HR processes including recruitment, appraisal, absence and performance management.
- Good understanding of NHS primary care, QOF, enhanced services and practice operations.
- Financial awareness, including budgets, income, expenditure and payroll processes.
- Experience of governance, compliance, risk management or quality improvement.
- Confident IT user with the ability to learn and support digital systems.

Desirable

- Previous experience as a Practice Manager, Deputy Practice Manager or Operations Manager in a GP practice.
- Experience with EMIS, SystmOne, Accurx, Ardens or equivalent primary care systems.
- Experience supporting CQC preparation, inspection or quality assurance work.
- Knowledge of PCN working, ARRS roles and the wider primary care landscape.

Qualifications

Essential

- Good standard of education, including English and Maths or equivalent experience.
- Evidence of continuing professional development relevant to management, leadership or healthcare administration.

Desirable

- Formal qualification or training in management, leadership, HR, finance, business administration or healthcare management.

Skills and Personal Qualities

- Calm, resilient and able to manage competing priorities.
- Approachable, fair and confident in dealing with difficult conversations when needed.
- Able to build trust with Partners, clinicians, staff, patients and external stakeholders.
- Committed to confidentiality, equality, diversity, safeguarding and patient-centred care.
- Proactive, solutions-focused and willing to lead positive change.

Disclosure and Barring Service Check

This post may be subject to the Rehabilitation of Offenders Act 1974 Exceptions Order 1975. A Disclosure and Barring Service check may be required depending on the final scope of duties.