



Havant & Waterlooville Primary Care Network

Blossom Health ~ Bosmere Medical Practice
Denmead Practice ~ Oaks Healthcare ~ The Village Practice

JOB DESCRIPTION

JOB TITLE:	Primary Care Network (PCN) Manager
LOCATION:	Flexibly based at network practice sites and working from home to meet the needs of the network
RESPONSIBLE TO:	PCN Board
HOURS / WEEK:	37.5 hours
SALARY:	£45,000 - £50,000 per annum, depending on experience
DURATION:	Permanent
EMPLOYED BY:	Bosmere Medical Practice on behalf of Havant & Waterlooville PCN constituent practices

Havant and Waterlooville PCN has five member practices* stretching from Denmead in the north-west of the area to Havant and the villages beyond in the south-east. Together the practices have a patient population of approximately 67,000. The PCN serves an area with pockets of significant deprivation. The population served by member practices is older than the national average

***Network member practices:**

Blossom Healthcare, Bosmere Medical Practice, Denmead Practice, Oaks Healthcare, Village Surgery

Purpose of the role

The Primary Care Network Manager role is strategic and transformational. The post-holder is part of the PCN leadership team, working alongside the Clinical Directors to support the PCN board members, to deliver the Primary Care Network's agenda.

The PCN Manager is independent of member practices, acting as a source of expertise, to co-ordinate the management of all governance requirements, and to help shape and implement meaningful services in line with national and local policy and contract/s, supporting member practices and to achieve improved outcomes for the local population. The PCN Manager will also build relationships with other stakeholders, including local authorities, third sector and patient representative organisations, other local PCNs and healthcare providers and the ICB.

Job Summary

- To play a pivotal role in the strategic development and continued evolution of Havant and Waterlooville PCN to support the delivery of high-quality primary care services across member practices
- Responsible for the smooth running of network services, as agreed by the Board
- To manage, with the Clinical Directors, the Network's financial processes and governance
- Responsible for presenting monthly performance, finance, and quality reports to the Network Board.
- To ensure the PCN is compliant with reporting requirements and all relevant legislation
- To ensure all Board, Network and other meetings are managed as agreed by the Board
- To represent the PCN externally as agreed with the Clinical Directors and the Network Board

Key Responsibilities and Duties

The PCN Manager's areas of responsibility include:

- Strategy, leadership and network development
- Organisational
- Governance and quality
- Finance
- Relationship management
- Equality and diversity
- Personal and professional development
- Safety, health, environment and fire
- Confidentiality

The Network Manager will work with the Clinical Directors, member practices and the Network Operations Manager to achieve consensus and drive through and deliver agreed changes.

Strategy, Leadership and Network Development

- Regularly review and agree the Network's purpose and values with member practices, Clinical Directors and Board and ensure all services and developments are in line with these
- Establish and agree objectives and priorities for Network activity in line with contract requirements, the Network Agreement, and budget availability, using practice and population health data to shape effective use of all resources
- Work with the Network Board to develop, agree and regularly review a costed Network Business Plan that delivers relevant services and improvement projects which can be measured and evaluated.
- Explore activities that could deliver efficiencies and/or savings for member practices

Organisational

- To be responsible, through the line management of the Operations Manager, for services provided through the PCN on behalf of member practices
- To collate and analyse data on service provision and uptake and report to the Network Board and other organisations as required
- To ensure the PCN's Business Continuity policy is updated regularly and routinely shared with staff and member practices as required

- To oversee the management and regular review of the PCN Risk Register
- To oversee use of any risk stratification or data analysis tools to support the PCN in meeting contractual obligations and ensuring the best health outcomes for the PCN patient population
- Through the PCN Admin Co-ordinator manage PCN meetings, ensuring that papers required prior to meeting and minutes /action logs from those meetings are circulated in a timely manner to Board members, Clinical Directors and others as appropriate.

Governance and Quality

- Maintain quality and ensure PCN activity complies with all relevant legislation and operates in line with agreed Network governance and SOP standards
- Ensure all PCN business is conducted in line with the Network Agreement
- Ensure the PCN's compliance with all relevant GDPR and FOI requirements and other relevant legislation and professional standards such as GMC/BMA and LMC guidance.

Finance

- Responsible for achieving the best impact from well-managed finances by:
 - ensuring the accuracy of any submissions required by the ICB/other authorities to claim all funding entitlement and to ensure that all monies due are received promptly
 - reviewing and approving operational services spend, monitoring income and expenditure and identifying and reporting to CD responsible for finance and Network Board any significant deviations from forecast
 - planning and monitoring income and cash flow to ensure that income is maximised and that funds are available as required
- Present financial forecasts and budget reports to the PCN Board as required
- Ensure financial risks are recognised and discussed with Clinical Directors and Network Board members and appropriate action taken
- Ensure recommendations to the Board regarding allocation of resources are fair and equitable
- Manage the PCN bank account (currently a sub account within the Lead Finance Practice account) and all delegated budgets with propriety in line with all relevant organisational procedures
- Manage contracted bookkeeper to ensure timely records are maintained and accessible to Clinical Directors
- Liaise with accountant and bookkeeper and CD Finance Lead to produce year-end accounts and present these to the Board in line with Network Agreement.

Relationship Management

- Ensure engagement of member practices in accordance with the Network Agreement to:
 - maintain support for agreed PCN-wide activities
 - foster a culture of collaboration to improve patient outcomes, and resilience and capability across member practices
 - embed the PCN's ethos and values
- Develop, agree and deliver an internal and external communication strategy
- Represent the network at meetings in the community and to the media as required.

Equality and Diversity

Our working environment is one where diversity is valued, and equality of opportunity is promoted. Staff have a responsibility to ensure that they treat patients and colleagues with dignity and respect.

- The post-holder will support the equality, diversity and rights of patients, carers and colleagues, including:
 - Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practices' procedures and 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.
 - Involving patients, and where appropriate their families, in decisions about their treatment and care.

Personal and Professional Development

- The post-holder will participate in any appraisal, training or development programme implemented by the PCN as part of this employment, including:
 - Participation in an annual individual performance review,
 - Taking responsibility for own development, learning and performance and demonstrating skill and activities to others who are undertaking similar work
 - Maintaining a record of own personal and/or professional development
 - Statutory and mandatory training appropriate to the role and the PCN as a whole

Training may need to be undertaken outside of normal practice hours and/or off site

Safety, Health, Environment and Fire (SHEF)

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to co-operate with employers to ensure compliance with health and safety requirements.

The post-holder is responsible for ensuring that:

- opportunities for staff to maintain their health, wellbeing and safety are promoted
- risks within the PCN's areas of responsibility both on- and off-site are identified and managed, ensuring adequate measures are in place to protect staff and patients
- work areas and procedures are monitored to ensure they are safe, free from hazards and conform to health, safety and security legislation, policies and guidelines.

Confidentiality

All staff must observe all requirements to maintain patient privacy and confidentiality. The post-holder is responsible for ensuring requirements of GDPR are met.

This Job Description job is an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by the Clinical Directors and PCN board members.