

Freelance Practice Manager Appraiser Application Pack

£250.00 per completed appraisal
plus mileage expenses at 45p per mile

Two full days of training provided

Varied location, depending on needs of Practice Manager appraisee

Application Deadline: 30th April 2019

Interview Date: 20th – 24th May 2019

Dates for required training: 18th & 19th June 2019

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1. Background

The Organisation

The Humberside Group of Local Medical Committees Ltd (Humberside LMCs) is one of a unique group of organisations that exist across the country to represent and support GPs. We cover a wide geographical area that includes Hull, East Yorkshire, North Lincolnshire and North East Lincolnshire.

The work we do includes:

- Providing leadership and effective representation for general practice within the local health economy
- Giving a strong local voice to general practice
- Influencing the future shape of the local health economy, positioning list-based general practice at the heart of local plans
- Advising GPs and their practices about NHS Regulations and contractual matters
- Working collaboratively to address local issues including workload, funding and workforce
- Supporting GPs experiencing problems
- Sharing information and good practice and providing hands-on practical support for practices

LMCs are representative organisations. This means that we have a membership of GPs elected by their peers to represent them. Our members are grouped together into two separate LMCs that meet regularly to discuss issues relevant to primary care. These are:

- North & North East Lincolnshire LMC
- Hull & East Yorkshire LMC

We have a small staff team, known as the Secretariat, which does the day to day work of the organisation.

We represent over 600 GPs and 120 practices, covering a patient population of almost a million.

The Future

Our aspiration is to see informed, supported and empowered GPs working in thriving local practices.

There are many opportunities to help make this aspiration a reality - we have a practice workforce that deserves a bright future and an important part of the LMCs' work is to support, inform and enable.

There are also challenges. Workforce issues, un-resourced transfer of work, funding issues, unrealistic expectations from politicians and a rapidly changing primary care landscape are just some of the issues that practices face daily. An important part of the LMCs' role is therefore to liaise, negotiate, challenge and campaign to ensure that the voices of GPs are heard. We won't pretend for a second that we win every battle but we certainly put our heart and soul into the fight.

As the face of general practice changes, the LMC is committed to being at the forefront of discussions, playing an active role in shaping and influencing the future of the healthcare landscape. Our focus is to support practices in leading the change and prevent them being 'done to' by others.

"Grateful for their continued practical and straight-talking support of GP in STP and ACO meetings, very helpful. One of the few unbiased resources GP has access to."

This Role

The General Practice Resilience Programme (GPRP) was announced as part of the GP Forward View. This four-year programme has been in place since 2016 and is aimed at supporting practices to become more stable and resilient.

Practice Managers have a key role in maintaining quality and redesigning care for the future. Yet they are also some of the most neglected members of the workforce, receiving relatively little formal training or on-going development. Many Practice Managers report feeling overburdened and isolated, and the most efficient ways of working are often slow to spread between practices.

Funding has therefore been allocated in 2019/20 as part of the GPRP to meet the development needs of Practice Managers and NHS England have given us funds to facilitate and coordinate the training of Practice Manager appraisers in the Humberside region. The Humberside LMCs will subsequently match appraisees with their appraisers and enable local Practice Managers to fully benefit from their newly trained peers and the appraisal process.

We are looking for **experienced Practice Managers** who would like to receive free training for 2 days on how to run an effective appraisal process for their peers. The training will include best practice on drawing out the best in their appraisee and all delegates will complete their own appraisal with another delegate during these training sessions. The training received will not only help to develop the Practice Manager themselves but will be invaluable as a coaching and mentoring tool for use with their own practice staff.

An appraisal should not be a performance review, but an opportunity for reflection on the manager's work and approach, and to help identify areas for improvement and development. A peer appraisal from one Practice Manager to another is enormously beneficial.

If you would like to receive the training to become a freelance Practice Manager Appraiser with the Humberside LMCs, please complete the attached application form and send it to Madeleine Clifford-Roper by 5:00pm on 30th April 2019.

Please note that in order to become a freelance Practice Manager Appraiser, your attendance at the two training sessions is essential. The dates of these sessions are as follows:

18th June 2019 at Forest Pines Hotel, Broughton, Nr Scunthorpe

19th June 2019 at Hallmark Hotel, North Ferriby

Team Structure

Our Senior Management Team comprises a Chief Executive and two part-time Medical Directors. They are well supported by skilled and capable colleagues in the roles of Medical Secretary, Communications Manager, Business Support Officer and two Team Administrators.

"I think the local LMC are doing an excellent job. Their role in helping with local GP recruitment to the area has been particularly noteworthy."

"Been absolutely brilliant. Have supported, assisted and fought my corner effectively over a variety of issues. I found myself surprised by the quality of our interactions, well done Humberside LMC. Full marks from me."

"When there is any doubt I find that there is always someone available to offer guidance and support and I very much appreciate this."

2. Job Description

Job Title: Freelance Practice Manager Appraiser

Responsible to: Business Support Officer

Job Purpose: To be trained to conduct Practice Manager appraisals, perform the appraisals and also provide a written account of each appraisal performed

Duration: The initial period of delivery of appraisals will be for 12 months. This may be extended by the Humberside LMCs at the end of the initial period.

Primary Duties and Responsibilities

The Practice Manager Appraisers will provide ad hoc advice and support to their local Practice Manager colleagues and offer learning opportunities to support their Continuous Professional Development at appraisal.

The Practice Manager Appraisers will need to be experienced practice managers, with a minimum of 3 years in post and are currently employed as a Practice Manager.

The Practice Manager Appraisers will be required to work in a completely confidential way at all times and sign an agreement to state this.

The Practice Manager Appraisers will be required to perform appraisals for other Practice Managers. This includes:

- being trained to run a peer appraisal
- to fully prepare before the appraisal
- to conduct the appraisal in a positive, professional and encouraging manner
- to produce an appraisal report
- To arrange for a suitably qualified Practice Manager Appraiser to perform appraisals on their behalf if they are unable to do so

It may be necessary for the Practice Manager Appraiser to travel out of their local area to appraise a practice manager outside of their locality.

3. Person Specification

PERSON SPECIFICATION – Freelance Practice Manager Appraiser	
	ESSENTIAL
Experience	<ul style="list-style-type: none">• Currently employed as a Practice Manager• Minimum of 3 years' experience as a Practice Manager
Knowledge, Education & Qualifications	<ul style="list-style-type: none">• Experience of proven commitment to the ongoing education and training of themselves and their current staff team• Proven knowledge of the NHS, practice management, CCGs and all other relevant stakeholders and networks within the local healthcare landscape
Skills	<ul style="list-style-type: none">• Effectively communicates with all team members and patients• Ability to build and maintain successful personal relationships with peer group

	<ul style="list-style-type: none"> • Excellent listening and networking skills • Reflective, self-analytical and open minded • Flexible in approach: can handle uncertainty and confidently manage changes in processes and people • Confident in giving constructive positive and negative feedback • Up to date on best management practice • Has the ability to understand how people can be empowered to learn and develop themselves
Competencies / Attributes / Personal Qualities	<ul style="list-style-type: none"> • Demonstrates professional integrity and confidentiality • Open to and aware of educational opportunities • Offers a committed, positive and enthusiastic approach to Practice Management
Other	<ul style="list-style-type: none"> • Current employer should be committed to their Practice Manager undertaking this role • Can provide two satisfactory references, one must be from their current employer • Must be available to attend the two training sessions on 18th June and 19th June 2019

4. How to Apply

If you feel you have the right skills and experience for this role, we would be delighted to receive your application. Please complete the attached application form and return it to Madeleine Clifford-Roper, Business Support Officer by either of the following methods:

By email to: madeleine.clifford-roper@nhs.net

By post to: Madeleine Clifford-Roper
Business Support Officer
Humberside Group of Local Medical Committees Ltd
Albion House
Albion Lane
Willerby
HU10 6TS

6. Recruitment Timetable

The closing date for applications is **30th April 2019**. We will not accept any applications received after **5:00pm** on this date.

We will communicate with all applicants no later than **7th May 2019** to inform them whether or not they have been shortlisted for interview.

Interviews will take place between 20th and 24th May 2019.

If you will not be available for interview on this date (e.g. due to a holiday that has already been booked) please inform us when you send in your application.

7. Interview Arrangements

Interviews will be held at our offices in Willerby which are located on the first floor and the building does not have a lift. If you are shortlisted for interview, we will ask you to inform us at that stage if you have any specific accessibility requirements or require us to make any adjustments for the interview e.g. offering an alternative location.

We value diversity in our workforce and are committed to equality in all aspects of our work.

8. Privacy Notice

As part of our recruitment process, we collect and process personal data relating to job applicants. We are committed to being transparent about how we collect and use that data and to meeting all our data protection obligations. Please read our [Privacy Notice](#) before submitting your application.

"I think the LMC is vital for the sustainability and longevity of primary care. It is so important to have the LMC on hand to support and inform/advise practices."