

JOB DESCRIPTION

POST TITLE:	General Manager Windsor and Maidenhead PBC Locality
GRADE:	8B
RESPONSIBLE TO:	Assistant Director Practice Based Commissioning
ACCOUNTABLE TO:	Director of Locality Development
BASE:	Windsor

JOB SUMMARY:

The PBC General Manager will lead the work on commissioning the services for the Windsor and Maidenhead locality which comprises 18 GP practices. The post holder will provide expert general management, redesign and leadership skills to develop the Locality Commissioning plans and deliver the range of agreed prioritised projects and service redesign plans within them.. The objective is to deliver services which are in line with the Berkshire East PCT Strategic Plan and deliver best value for money. The Manager will be required to develop strong working relationships with the GPs to ensure that clinical leadership is an integral part of every plan.

KEY WORKING RELATIONSHIPS:

- Senior managers within the PCT, GP Clinical Lead, clinical members of the GP Commissioning Locality Group, other GP commissioners
- Senior managers and Clinicians within provider trusts
- East Berkshire Health Informatics Team
- PCT Managers
- SHA Managers
- Clinical networks as determined by specific work

KEY RESPONSIBILITIES:

Locality Support

- Work with the Lead GP and the Locality to develop the strategic commissioning plan for a recurrent 12-18 month period which incorporates the PCT strategic objectives and meets the needs of the Windsor and Maidenhead populations and which are flexible enough to be responsive to changing PCT and patient priorities.
- Using expert knowledge of PBC and PCT Commissioning guidelines and frameworks, to be responsible for the production of information and reports to

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inform the work of PBC within the locality. This will involve interpreting national guidance for the GP community and dealing with other complex data sources.

To be responsible for the running of the various meetings which support the operational activities of the Locality. This involves setting the agendas for the monthly Locality meeting

- Provide reports and make presentations to meetings, workshops, forums and conferences locally and regionally to a range of stakeholders.
- To understand and interpret the PBC budget and activity reports presenting key findings and trends to the Locality Meeting and to the Practice Manager's meeting to engage GPs and their Practice staff in the potential to achieve savings through change in practice.
- To structure and carry out regular performance reviews for each GP Practice to ensure that PBC is embedded within their operation and put in place performance improvement guidelines with relation to achievement of the PBC budget.
- Lead and prepare locality for quarterly performance reviews as per PBC performance policies.
- To carry out twice yearly performance reviews for each GP Practice to determine the achievement against target for the PBC incentive scheme advising practices where unsatisfactory performance will result in loss of income and working with those practices to develop an action plan to address this
- To be accountable for the pooled budget for the Locality ensuring that payments to GPs are made in a timely way and are accurately logged and transparently reported.
- To work with practices on an individual basis to develop their ability to understand and manage their indicative budgets, referral rates and activity data and instil confidence to implement change. Establish local benchmarks and identify and share good local practice.
- Support and facilitate practices to fully utilise service changes brought about by re-design projects making the most flexibility of the practice based commissioning budgets.
- Facilitate the resolution of service complaints on behalf of the Locality GPs through the appropriate PCT commissioner.

Service Re-design/PBC Commissioning Intentions

- To be accountable for the delivery of the practice based commissioned services on behalf of the population for the Windsor and Maidenhead localities

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- To utilise expert knowledge of service redesign to advise, guide and support the GPs to develop innovative and effective service redesign schemes which meet the identified PCT strategy and the needs of the patient population. To do this through analysis of performance and capacity data; benchmarking services established elsewhere in the UK health economy and the development of collaborative working relationships which ensure that expert knowledge shapes the final scheme.
- Work in collaboration with clinicians and managers from primary and secondary care to develop optimum service redesign consulting widely with local experts and interested stakeholders.
- To lead on service redesign projects and develop PBC plans and present to the Clinical Executive and Executive Team to enable effective decision making on investments and prioritisation on resource allocation.
- Work with lead clinicians to develop business cases and service specifications for the identified redesign projects. These specifications will outline quality indicators, health and service outcomes to ensure evaluation of changes.
- To develop, set up and in some instances deliver training events for clinical and non clinical staff in relation to re-design of PBC activities to ensure successful implementation of projects and new services.
- Carry out performance monitoring of implemented schemes, liaising with PCT officers, practices and patients to evaluate impact across the health economy.
- Accountable for the delivery of demand management activity savings targets identified for each re-design scheme approved.
- To work with Public Health and locality team colleagues to determine the main drivers of the needs of the population to inform the prioritisation of commissioning decisions. To work with public health to identify best practice and evidence based interventions.
- Advise the contracts team on the activity and finance that are resultant from changes in service provision.
- To ensure that a mechanism exists in practices/localities to take account of patient views, the public and local stakeholders and that these views are represented in business cases.
- Ensure the PCT commissioning co-ordinates with the SHA and other PCT managers working in this area.
- Work with other work stream leads to ensure that the delivery of services meet the needs of those with a range of clinical needs.

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PCT Co-ordination

- To represent the views of the Berkshire East PCT within the Locality and the views of the Windsor and Maidenhead within the PCT.
- To lead service reviews and clinical re-design on behalf of the PCT, across the whole population, for single clinical areas providing leadership and re-design skills consistent with PCT Strategic plan , PBC requirements and taking into account the views and needs of the patients.

Line Management

- Line management of the PBC Project Managers, including recruitment, appraisal and development and to manage and resolve any dispute situations.

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GENERAL

This post is one of continual development. The job description is intended as a guide to the principle duties and responsibilities of the post and complements individual objectives set in line with the department's annual business objectives. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder.

HEALTH AND SAFETY

The Trust attaches the greatest importance to the health and safety of employees. You are expected to make yourself aware of and comply with the Trust's and departmental Health and Safety policies, a copy of which is retained in your department by your manager.

CLINICAL GOVERNANCE

The Trust aims to provide the highest standards of care. To further this aim you are expected to adhere to acceptable working practice as defined in Trust policies and guidelines. You also have a personal responsibility and an accountability to your team and service to keep yourself up to date and, if you encounter unacceptable practice, to raise it or deal with it through accepted channels.

CONFIDENTIALITY

During the course of your employment you may see, hear or have some access to, information on matters of a confidential nature relating to the Trust or to the health and personal affairs of patients and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person(s) or organisations.

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PERSON SPECIFICATION

POST TITLE: PBC General Manager – Bracknell and Ascot localities

CATEGORY	ASSESSMENT METHOD		
	Essential	De Sirable	Preferential
1. Education/Qualification			
Educated to a masters level or evidence of an equivalent level of relevant experience	✓		
Masters Level Service Re-design Training or equivalent and minimum of 2 years experience		✓	
Project Management qualification and/or evidence of delivery (minimum 2 years experience)	✓		
2. Previous Experience			
Minimum 3 years NHS Experience at Senior Manager level	✓		
Experience and in-depth working knowledge of practice based commissioning	✓		
Expert in use and interpretation and analysis of data	✓		
Understanding, interpreting and facilitating the delivery of the Policy Framework within the NHS	✓		
Experience of change management gained in a senior management position including workforce impact, TUPE issues etc	✓		
Line Management experience and leading clinical teams (?)	✓		
Experience of effective budgetary			

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management and delivering to demand management plans	✓		
Significant experience of dealing with GPs and other healthcare professionals			
Experience of presenting and influencing to senior groups (e.g. presentation of service redesign plans.)	✓		
	✓		
3. Knowledge, Skill & Abilities			
Additional knowledge which may be acquired through practical experience or further study in the following areas:	✓		
Ability to build relationships and work at all levels with clinicians and managers	✓		
Knowledge of successfully commissioning/ procuring and purchasing health care services		✓	
Creative thinker with ability to develop innovative solutions	✓		
Organised and structured approach	✓		
Negotiation and influencing skills	✓		
Demonstrate clear verbal and written communication and presentation skills	✓		
Ability to challenge and question	✓		
Demonstrate keyboard skills and use of commonly used software programmes	✓		
	✓		
Able to work autonomously taking decisions as agreed with Assistant Director	✓		
Ability to work constructively across the PCT	✓		
Ability to develop well researched,			

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evidenced based commissioning plans			
Ability to project manage across the organisation, using influence to ensure that others deliver as required.	✓		
	✓		
	✓		
4. Additional Requirements			
Ability to travel between sites	✓		

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