Mark Ellison

Practice Manager

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PROFILE

Experienced and results-driven Practice Manager with over 15 years in primary care and a proven track record of delivering high-quality services in a fast-paced environment. I came into primary care from retail, and I still judge a good week by how the front desk copes at 8am. Strong communicator, skilled at managing stakeholders, budgets and change, with excellent attention to detail.

KEY ACHIEVEMENTS

- Led the practice through its 2023 CQC inspection, rated Good in all five areas
- Reduced average call waiting time at 8am from 14 minutes to 6 by restructuring reception rotas and adding a call-back system
- Kept the practice within its £2.1m annual budget for three years running
- Merged two reception teams when the practice took on 2,500 patients from a neighbouring surgery in 2020

EXPERIENCE

Practice Manager, Avonleigh Medical Practice, Bristol April 2016 - Present

A training practice with 12,000 patients, five GP partners and 30 staff.

- Responsible for staffing rotas, recruitment and appraisals for 30 staff
- Responsible for the practice budget and monthly reporting to the partners
- Responsible for handling patient complaints and significant event reviews
- Responsible for CQC compliance, policies and clinical audits
- Lead the practice's work with the local Primary Care Network
- Introduced online consultation forms in 2021

Assistant Practice Manager, Fernbrook Surgery, Weston-super-Mare Sept 2011 - March 2016

- Managed the reception and administration team of 12
- Ran payroll, rotas and HR records for 25 staff
- Led the move to electronic prescribing across the practice
- Supported the Practice Manager with contracts and claims

Reception Team Leader, Fernbrook Surgery, Weston-super-Mare 2009 - 2011

- Supervised a team of six receptionists and covered the front desk
- Trained new starters on the clinical system and appointment booking

Deputy Store Manager, FreshWay Supermarkets, Bristol 2003 - 2009

- Managed up to 40 staff across seven days, including evening and weekend shifts
- Responsible for opening and closing the store, cash handling and banking
- Planned staff rotas and holiday cover for all departments
- Dealt with customer complaints and escalations
- Led the store’s move to self-checkout tills and retrained checkout staff for customer service roles
- Ran stock counts and helped to reduce waste in fresh food
- Trained and coached new supervisors

EDUCATION AND TRAINING

- Diploma in Primary Care Management (AMSPAR), 2015
- ILM Level 5 Certificate in Leadership and Management, 2018
- BA (Hons) Business Studies, University of the West of England, 2003
- Information Governance, Safeguarding Adults and Children Level 2, Fire Marshal

SKILLS

GP clinical systems, online booking, Microsoft Excel and Word, rota planning, budget management, HR and employment practice, complaints handling

INTERESTS

Cycling, and coaching an under-11s football team on Saturday mornings

Full, clean driving licence