

Job Title:	Specialist Doctor , Virtual Ward
Reports to (job title):	Clinical Lead
Line Manager to:	N/A

## Job purpose

You will join the HCRG Care Group Virtual Ward team as a Specialist Doctor. Based in our Care Coordination Centre but working within patients' homes across Bath and Northeast Somerset (BaNES). This is a great opportunity for an established clinical leader looking for the next step in their career or a change in location to be part of a fantastic service which continues to evolve.

As a Specialist Doctor, you will be part of the Step-up Clinical Team, working in partnership with the Royal United Hospital Bath (RUH) Step down (Hospital at Home) team under the Umbrella of BaNES Virtual Ward. This is an exciting collaboration working across organisational boundaries to bring together the expertise of acute services with community services. The Step-up team has a primary focus on admission avoidance and the Step-down team supports early discharge from the acute setting. Both teams will work interchangeably and collaboratively in response to demand and capacity across the Virtual Ward. Although the referral routes are different the treatment, interventions and care will be the same. Patients within either pathway are those who would have traditionally needed acute hospital treatment but instead receive acute multidisciplinary care in the place they call home.

As a Specialist Doctor, You will contribute to the strategic direction for the development of practice within the Virtual Ward. You will also continue to strive towards excellence in care and communicate this excellence to colleagues both within the organisation and externally.

You'll be joining innovative and forward-thinking colleagues who are compassionate and committed to the people in the local community who use our services and go above and beyond to ensure they receive the best quality care.

## Key Responsibilities

The team will consist of 18 full time equivalent colleagues in a combination of advanced practice clinical roles and non-registered support roles from a range of disciplines. There is a staged recruitment plan aligned with the trajectories for increasing patient numbers within the Virtual Ward over the course of the next year. You will have close working relationships with internal colleagues in Care Coordination, Therapies and Nursing as well as the partner Virtual Ward team in the RUH. You will also be involved in the development of patient pathways into, during and out of the service.

As a Specialist Doctor you will provide expert clinical practice and consultancy, management, and treatment of patients in community settings with particular focus on those referred from the 2-hour Urgent Community Response (UCR) initially and then assist in the development of wider referral pathways.

Working alongside BaNES, Swindon, Wiltshire (BSW) Care Coordination Centres developing both push and pull models from 111/999 avoiding and reducing conveyances to an acute hospital & utilising Virtual Ward capacity.

Working as part of a multidisciplinary team and across the primary, secondary, acute and social care interfaces in BaNES, you will be responsible for providing consultancy and leadership for the coordination of specialist intervention provision to meet the urgent health care needs of people who would have traditionally been hospitalised, or those requiring facilitated timely discharge from emergency departments.

You will demonstrate responsibility and accountability for the virtual ward clinical caseload and coordinate care across the whole patient/service user pathway

As part of this role, you will be responsible for the following:

- **Management-** Consultation and expert opinion provision, supervision, support, professional development, appraisals. Case load management.
- **Clinical practice-** Delivering evidence based advanced clinical practice skills to ensure the appropriate management of patient's needs. Using skills of assessment, diagnosis, interpretation of tests, forward planning of care & treatment. Timely recognition of deteriorating patients, appropriate response, escalation & documentation.
- **Non-medical prescribing-** Current registration as an active medical prescriber. Routine writing of drug charts to prescribe medication for patients whilst in the Virtual Ward and in preparation for discharge. Review of medications in response to changing clinical needs. Collaborative working with Pharmacy colleagues.
- **Leadership-** Act as a professional role model for colleagues. Demonstrate collaborative working partnerships challenging traditional professional boundaries but maintaining excellence, quality, safety & working within the scope of own professional practice.
- **Audit & research-** Participate in, initiate, and deliver audit & research to identify current practice, drive continuous improvement & contribute to the development of new knowledge, theory & practice to benefit patients & colleagues.
- **Supporting the learning environment-** Commitment to & evidencing of personal professional development. Providing a positive learning environment for students & colleagues. Delivering training & education to support up to date evidenced based practice.
- **Continuous improvement-** Identifying poor practice & supporting improvement opportunities as part of a Just Culture based on reflection, learning & improvement through SBAR completion, thematic review.

## Base

You will be based within the Care Coordination Centre in Peasedown St John, but work with the integrated community health & care services and people's homes.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Registered with the GMC
- Recognised teaching or mentorship qualification
- Significant previous experience in elderly care, frailty, community services or relevant acute care speciality
- Highly specialised clinical and technical skills in managing a range of clinical conditions
- Proven significant experience in leading and managing a multidisciplinary team
- Proven skills in managing complex patient/service user caseloads
- Experience in carrying out clinical audit and quality improvement projects
- Excellent written and verbal communication skills
- Ability to confidently work autonomously & as part of a wider multidisciplinary team
- Strong judgement and analytical skills, with the ability to interpret complex situations and make appropriate decisions
- Ability to adapt to the demands of a constantly changing environment
- Good IT skills

### Desirable

- Previous experience of a Virtual Ward/Hospital at Home setting

Other requirements: Clean driving licence, Car driver, access to a vehicle for daily use

Employee signature

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Manager signature

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