

# Job Description

Job Title:	GP Clinical Lead
Reports to (job title):	Regional Clinical Lead, Service Manager
Line Manager to:	GPs and ACPs

## Job purpose

Base Location: Church Lane Surgery (Braintree, Essex)

Hours: Full-time (40h)

The GP Consultant is an integral member of the surgery Senior Management Team (SMT) and will participate in key decision making relating to the management and strategic direction of the practice, and be part of the practice's weekly transformation meetings. The Clinical Lead will also provide leadership in Clinical Governance and Quality matters to ensure our patients receive the best possible care, and provide direction, guidance and support to Practitioners working within the service.

Church Lane Surgery in the heart of the historical Saxon town of Braintree, roughly 10 miles away from Chelmsford and 16 miles west of Colchester is a vibrant and dynamic surgery offering person centred care to 12,200 patients from the local area. A diverse, multi skilled team including Paramedics, pharmacists and Physiotherapists, offering a variety of different types of care to our patients as well as sub-specialist services. We are looking for a passionate, dedicated and innovative GP Clinical Lead to lead and support our multidisciplinary primary care team, and to assist and inform the ongoing transformation programme.

We have recently implemented a hub-based MDT triage model, underpinned by best-in-class technology, that is at heart of helping to transform our care delivery model to ensure:

- Patients are treated according to clinical need/urgency
- The best technology is used to help capture data about patients and assist the clinical team to make the right decision and communicate swiftly and clearly both with patients and the rest of the team
- Every clinician has the opportunity to work together in teams to ensure decisions are the safest they can be, expertise is shared and everyone is able to learn from each other
- Administrative processes are supported by a highly motivated and well-trained admin team using the most up-to-date technology so that clinical staff oversee – but do not do – administrative processes that underpin excellent clinical practice

# Job Description

## Service staffing

Role	FTE
GP	1.5
Nurse Lead, Practice Nurse	2.73
ANP	1.4
Paramedic	1.5
First Contact Physiotherapist (PCN)	0.2
Pharmacist (PCN)	1
HCA	0.5
Admin & Reception	13
Management	2.5

The service is also supported by a Regional Clinical Lead and several GP & ANP regular locums

- The clinical system is SystmOne TTP
- Supports 4 Learning disability assisted living homes and 2 care homes

## Duties of the post

As our GP Clinical Lead, you will need to be dynamic, proactive and be an approachable member of our primary care team, whose skills will ensure the safe and quality driven services that is being provided in an efficient and systematic manner over 10 sessions of 8 hours per week.

We have dedicated, experienced, collaborative and supportive ACPs, paramedics, nurses, HCAs, management, admin and reception teams working to deliver a warm and friendly service. You will be working within a team of GPs and nurses, where you will provide senior clinical leadership ensuring that clinical services comply with and work within CQC regulations and requirements.

As a Clinical Lead you will:

- Act as a point of reference for clinical staff to provide guidance, advice, and mentorship. Provide leadership within the practice on clinical quality and governance matters. Support all staff raising concerns about services or clinical standards and investigating them appropriately.
- Provide guidance to clinical staff in relation to their learning and development, including PDP needs and peer reviews, in line with HCRG Care Group policies and procedures.
- Ensure clinical staff work to required performance standards including using regular audit, case reviews and directly observed consultations.
- Actively represent the practice and patients at Mid and South Essex ICB and locality meetings.
- Represent Church Lane Surgery at HCRG Care Group Southern Region and National governance review meetings.
- Act as an influential local lead for the surgeries within Primary care Networks to ensure that we are leading and contributing to the future agenda, as well as delivering day to day expectations of the DES.
- Together with the SMT, drive forward positive changes in the delivery of the service and the practice's transformation programme to meet the changing demands of health care and improve performance. You will provide a clinical perspective to the SMT to ensure delivery of a cost effective, safe service which meets the needs of patients and contractual and commissioner requirements.
- Management of practice Key Performance Indicators, including providing support to other clinicians and driving forward the achievement of QOF targets.
- As part of the surgery SMT and as clinical governance lead you will be responsible for identifying, reporting and mitigating risks within the surgery. Identifying, reporting, investigating incidents and complaints, ensuring the surgery has a transparent culture of learning. Sharing any learning with the

# Job Description

wider team during monthly clinical governance meetings.

- Demonstrate innovation in the development of practice strategy and policy.
- Ensure effective lines of communication with practice staff and patients, local stakeholders, regulators (CQC) and commissioners (CCG/NHSE).
- Contribute to the personal and professional development review process for clinical staff enabling them to meet the medical, clinical and business needs of the practice, aspirations of the individual and requirements for registration and revalidation

## GP Responsibilities:

- Always maintain the highest clinical standards and practices in accordance with accepted good medical practice and service standards.
- Promote the health and well-being of all medical and clinical staff within the practice by promoting efficient working methods and behaviours.
- Keep up to date with advances in medicine and practices in line with national and local guidance and support other medical and clinical staff to do the same.
- Take an active role to ensure service quality in line with corporate goals and strategy, and to assist in the development of new ideas and systems to improve patient outcomes.
- Assess patient requests on our triage platform and determine the best course of action while working as part of our cross-disciplinary multi-skilled hub team, mentoring more junior clinicians.
- Promote the application of standards, protocols and codes of practice as set by Royal College of General Practitioners, General Medical Council, all other Royal Colleges and Councils applicable to the staff within the practice, Department of Health, Commissioning Bodies and all other regulatory and standard setting organizations.
- Take responsibility for own learning, personal development and performance including participating in clinical supervision and acting as a positive role model
- Ensure that patient notes are fit for purpose, generated and filed in accordance with appropriate protocols and legislation.
- Ensure medicines management and prescribing meets legal requirements and is safe, clinically effective and conforms to:
  - NICE guidance and DH directives
  - Good Prescribing Practice as defined by the National Prescribing Centre, British National Formulary (BNF) and Royal Pharmaceutical Society of Great Britain. o Controlled Drugs legislation
  - Guidance agreed by local medicines management teams and Locally adopted and authorised Patient Group Directions
- Ensure all medical referrals for patients meet best practice guidance for assessment and record keeping and this is audited on a regular basis.
- Maintain confidentiality in line with professional standards

This job description is not exhaustive and may be amended from time to time as the employer and employee review at appraisal.

## Proposed job plan

- Permanent position 10 Sessions per week (40 hours)
- 15 hours of Leadership admin time protected
- Competitive package negotiable according to experience
- Full medical indemnity fees covered
- 6 weeks annual leave, 1 week study leave

# Job Description

Outline of Example Job Schedule:

Working Pattern: subject to discussion, can also have a 10h day and 4 working day week (excluding Friday)  
3 Leadership sessions (15 hours each week)

	<b>Mon 08:00- 18:30</b>	<b>Tues 08:00- 18:30</b>	<b>Wed 08:00- 18:30</b>	<b>Thurs 08:00- 18:30</b>	<b>Fri 08:00- 18:30</b>	<b>Sat</b>	<b>Sun</b>
<b>Morning</b>	1 triage hub session	1 Leadership session	1 GP session	1 GP session	1 triage hub session	Surgery is not open however there will be some extended access cover required on rotation	<b>CLOSE D</b>
<b>Afternoon</b>	1 triage hub session	1 GP session	1 Leadership session	1 Leadership session	1 GP session		

**care-think-do**

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

## Our Company 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 1998 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 flourish. 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 always observe strict fire and security precautions.

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 with 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	Desirable
<ul style="list-style-type: none"> <li>• Full GMC Registration, MBChB or equivalent</li> <li>• UK permit or right to work in the UK</li> <li>• MRCGP</li> <li>• Commitment to professional development</li> <li>• Knowledge of the NHS</li> <li>• Understands the importance of evidence based practice and clinical effectiveness</li> <li>• Understanding of Clinical Governance and quality issues and health and social policy</li> <li>• Ability to make good clear concise medical notes, both computerized and manual</li> <li>• Experience of Microsoft Office applications</li> <li>• Excellent interpersonal and communication skills</li> <li>• A 'solutions focused' approach</li> <li>• Ability to listen and empathize</li> <li>• Potential to cope with stressful situations</li> <li>• Ability to undertake responsibility</li> <li>• Able to work as part of a multi-disciplinary team</li> <li>• Understanding of the role of teamwork in providing quality care</li> <li>• Trustworthy</li> <li>• Flexible and a good timekeeper</li> <li>• Good organizational and time management skills</li> <li>• Ability to manage and facilitate change</li> <li>• Understanding, acceptance and adherence for the need to keep strict confidentiality</li> <li>• Ability to use own judgement, resources and common sense</li> <li>• Able to work under pressure and within an ever-changing environment</li> <li>• Effective team worker</li> <li>• Decisive, confident working style with the ability to deal with competing priorities</li> <li>• Commitment to continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Previous management or supervisory role</li> <li>• Evidence of interest in additional clinical skills</li> <li>• Able to perform minor surgery</li> <li>• Experience of GP Clinical systems</li> </ul>

## Application Information

### Terms and Conditions

HCRG Care Group can offer NHS Pension and full Agenda for Change terms and conditions.

# Job Description

## Appointment Procedure

The formal interview will follow the normal process for consultant interviews.

## Informal Enquiries

For any additional information, please contact:

Leanne Dobinson – [leanne.dobinson@hcrpgcaregroup.com](mailto:leanne.dobinson@hcrpgcaregroup.com) – 07973870653

Delroy Newbury – [Delroy.newbury@hcrpgcaregroup.com](mailto:Delroy.newbury@hcrpgcaregroup.com)

# Job Description

Employee signature

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Manager signature

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