

Clinical Guardian GP (SevernSide Integrated Urgent Care)

ROLE TITLE: Clinical Guardian GP (SevernSide Integrated Urgent Care)

RESPONSIBLE TO: IUC Clinical Guardian Lead GP

LOCATION: Primarily based at BrisDoc Headquarters in Osprey Court.

Job context

The Bristol, North Somerset and South Gloucestershire health community is made up of a population of circa 900,000 people and over 80 GP practices. It consists of three acute Trusts, three community health providers and a range of other providers who make a contribution to the urgent care system.

BrisDoc provides the SevernSide Integrated Urgent Care Service (IUCS), with our partners CareUK, for the whole of the Bristol, North Somerset and South Gloucestershire health community. Patients access this service via NHS 111 which is delivered by CareUK.

Role summary

The Clinical Guardian GP role supports the Clinical Guardian audit process and wider clinical governance activities within SevernSide IUC. It is a clinical leadership role. The role involves using the Clinical Guardian software to audit clinical notes and telephone calls and sharing feedback with clinicians. The role has a 2-year fixed term tenure. The Guardian GPs will be members of the multi-professional SevernSide IUC Clinical Guardian Team, which will be coordinated by the Clinical Guardian Lead GP.

When representing BrisDoc, the Guardian Clinician is asked to act in a manner consistent with the code of expectations and standards of behaviour. The Guardian Clinicians will be supported by the SevernSide Governance Team, with whom they will maintain an effective working relationship.

Role requirements

The Clinical Guardian GP role will require the GP to be employed by BrisDoc, and to work at least an average of 4 hours per week in SevernSide IUC at BrisDoc. The team of Guardian Clinicians will comprise a mixture of GPs and Allied Health Professionals, reflecting the diversity in the SevernSide IUC clinical workforce. Guardian Clinicians will have at least one year's experience of working in Out of Hours/ IUC and currently be working regularly in IUC.

Main duties and responsibilities:

Clinical Guardian Team duties

The Clinical Guardian auditing process is in accordance with SevernSide's Governance Framework. The Guardian Clinicians will undertake a clinical review of a random sample of cases for every clinician who has recently worked in the SevernSide IUCS using the Clinical Guardian system. The team meets on a regular basis to jointly review cases about which possible concerns have been raised. The Clinical Guardian audit process involves:

Clinical Audit and Feedback to Clinicians

- Auditing clinical notes, and providing positive feedback when appropriate via the Clinical Guardian software.
- Forwarding cases for Group Review at a Clinical Guardian team meeting when possible concerns have been identified.
- Working with Clinical Guardian team colleagues on cases reviewed by the group to agree feedback to clinicians which may be face to face, via telephone or written via the Clinical Guardian software.
- Auditing telephone recordings against modified RCGP criteria.
- Providing feedback and support to clinicians about whom there are low level concerns.
- Ensuring a response from individual clinicians to whom feedback has been provided
- Liaising with the Clinical Guardian Lead GP if more significant concerns arise.
- Maintain minutes of the meeting and ensure action points have been completed.
- Undergoing training as requested by the Lead Guardian GP.

The Clinical Guardian GP role will also support wider clinical governance activities at BrisDoc. This may include, but is not limited to:

BrisDoc Clinical Toolkit

- Contributing to the maintenance and development of the Clinical Toolkit, with oversight from the Lead Guardian GP. This is likely to include producing relevant content to support clinicians on shift.

Clinician Inductions

- Contributing to a fair share of new Clinician induction sessions, and provide proactive support and follow up for new Clinicians working in the IUCS.

Teaching and Training

- Involvement in teaching and training of other health professionals who may be attached to the IUC service.

Other Opportunities

- Supporting the development and roll out of the new 'clinician dashboard'.
- Involvement in new clinical governance projects as guided by the Lead Guardian GP, Deputy Medical Director(s) and/ or Medical Director.

All Guardian GPs will need to have experience of working in Out of Hours/ IUC, and continue to work regularly in SevernSide alongside the Clinical Guardian role.

Clinical responsibilities

As such, Guardian GPs will:

- Undertake at least 4 hours per week of IUC clinical work (averaging 16 hours every 4 weeks) in SevernSide.
- Be encouraged to contribute to on call clinician rotas at times of peak demand.
- Be encouraged to undertake Clinical Coordinator and Professional Line shifts as part of their clinical commitment in IUC.
- Be encouraged to train as Clinical Supervisors for GP trainees working at BrisDoc.
- Be encouraged to support/ supervise medical student clinical shifts.
- Be familiar with all IT systems required for safe clinical work, and undertaking the Clinical Guardian role.

Continuous Professional Development

- To regularly update personal clinical skills and knowledge.

- To be reflective about their own clinical practice and leadership, and receptive to feedback.
- To participate in the NHS appraisal process and all activities required for revalidation.

BrisDoc will support these activities and give as much help as possible.

General Duties

- Maintaining professional standards including regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To complete all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- To have the ability to cope with patients under extreme stress from both social and clinical circumstances.
- To have the ability to communicate clearly and effectively in difficult situations in a professional and compassionate manner. Some patients may not have English as a first language and others may be anxious, agitated, confused or aggressive.
- To attend performance and development reviews with the line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the designated line manager and others.

Confidentiality:

All information regarding BrisDoc's patients and staff must be treated as strictly confidential at all times, and may not be divulged to any other person except with the authority of the Caldicott Guardian for your department / service.

- Such authority may only be given when it is in the patient's or staff's own interest and is a necessary part of treatment.
- Guardian Clinicians may also have access to information relating to the company as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

Equality and Diversity:

The Guardian Clinician will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety:

Guardian Clinicians must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment:

The Guardian Clinician needs to be aware of BrisDoc’s impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act:

This role is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

Role hours

Clinical Guardian GPs will work on a 4 week rolling rota, averaging 10 hours of Clinical Guardian time per 4 week period. This will be a combination of rota’d hours at Osprey Court (usually on a Tuesday afternoon starting at 2pm) with some scope for remaining hours to work flexibly at Osprey or from home. In addition, Guardian GPs will be required to work on average at least 4 clinical IUC hours per week.

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Declaration *(to be completed by post holder):*

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Full registration with relevant professional registration body eg GMC,	Essential	Application and Interview
Inclusion in NHS England's Performers List (GPs)	Essential	Application and Interview
Higher post graduate membership/ qualification eg MRCGP / MRCGP / MRCP/ MSc	Desirable	Application and Interview
Up to date CPR Training	Essential	Application and Interview
Below required within 6 months of employment: <ul style="list-style-type: none"> - Up to date Level 3a Safeguarding Children - Safeguarding Vulnerable Adult - Care of the Sick Child on-line course 	Essential	Application and Interview
Experience of working in OOH or IUC serviced for at least one year, or comparable equivalent.	Essential	Application and Interview
Experience of working as a Clinical Coordinator in BrisDoc's OOH service, or a comparable equivalent.	Desirable	Application and interview
Knowledge of key areas of NHS compliance and legislation	Desirable	Application and Interview
Understanding of National Quality Requirements in Urgent Primary Care	Desirable	Application and Interview
Experience of working in general practice	Essential	Application and Interview
Experience of working in urgent primary care	Essential	Application and Interview
Clinical governance experience	Desirable	Application and interview
Experience of teaching Medical Students	Desirable	Application and Interview
Experience of GP Training/ Clinical supervision	Desirable	Application and Interview
Demonstrable commitment to continuing professional development.	Essential	Application and Interview

SKILLS AND ATTRIBUTES		
Criteria	Requirement	Measurement/Testing Method
Evidence of computer literacy and keyboard skills	Essential	Application and Interview
Excellent communication and interpersonal skills	Essential	Application and Interview
Able to listen carefully in order to understand the needs of others	Essential	Interview
Ongoing commitment to personal development	Essential	Application and Interview

Flexible approach to working pattern across entire Out of Hours period	Essential	Application and Interview
Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Able to provide leadership in differing styles as the situation requires	Essential	Application and Interview
Evidence of leadership experience	Desirable	Application and interview
Able to work within a team and take instruction as required. Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Familiarity with Aadastra	Essential	Application and Interview
Ability to challenge traditional models of working and to implement and sustain positive change	Desirable	Interview
Able to use own initiative and achieve measurable improvement against stated objectives	Essential	Interview
Able to provide coaching and mentoring support to clinicians.	Essential	Application and Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated to provide high quality patient and workforce care	Essential	Application and Interview
Organised, systematic and flexible - Good time management being able to prioritise work and work under pressure	Essential	Application and Interview
Demonstrates tact and sensitivity when working with others	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Desirable	Application and Interview
Good team player who is able to support, value and respect the contribution of all members - able to listen to other people's points of view.	Essential	Application and Interview
Self motivated and able to work autonomously	Essential	Application and interview
Willingness to learn new skills and to problem	Essential	Application and Interview

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Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to remain impartial, objective and non-judgmental when working with others.	Essential	Application and Interview
Abides by the code of conduct at all times.	Essential	Interview
Able to maintain professionalism	Essential	Interview

OTHER REQUIREMENTS

Criteria	Requirements	Measurement/Testing Method
Willingness to work from different SevernSide bases within Bristol, North Somerset and South Gloucestershire area	Essential	Application and Interview

Last updated: July 2019