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Join Our Award-Winning, Multi-Disciplinary Team as a **Evening and Weekend Clinical Coordinator**, Delivering Exceptional Urgent Care

Join our award-winning SevernSide Integrated Urgent Care (IUC) service and make a real difference for patients across Bristol, North Somerset and South Gloucestershire (BNSSG). We're recruiting evening and weekend Clinical Coordinators (CCs) to support patient care across our SevernSide IUC Out of Hours (OOH) services. This will include work in the COVID Medicines Delivery Unit (CMDU) service and the System Clinical Assessment Service (System CAS). Whether you're after progression or a portfolio career, this role can flex to fit your ambitions.

About the Role

Step into a leadership role at the heart of IUC. As a Clinical Coordinator (CC) GP, you'll be the on-shift clinical lead: keeping patients safe, supporting colleagues in real time, and helping more people receive the right care in the community.

Where you'll make a difference

- **SevernSide IUC** –Support IUC Clinicians with decision making, approve appointments and home visits. Undertake telephone and face-to-face assessments at Treatment Centres in the OOH period and, when needed, home visiting through our OOH teams.



- **System CAS** – Our multi-professional hub that safely manages most cases in the community, reducing Emergency Department (ED) attendances and 999 calls. You'll help review cases initially flagged by NHS 111 for Category 3/4 ambulance or ED, ensuring only those who need these dispositions use them and that community pathways are offered where appropriate.
- **CMDU** – Remote assessment of patients referred for COVID antivirals. You'll confirm eligibility, prescribe oral antivirals where appropriate, and arrange onward referral for IV options if required.
- **Linked services** – Support the Weekday Professional Line (WDPL), Frailty Assessment & Coordination (F-ACE) and the Mental Health Integrated Access Partnership when physical health input or prescribing support is needed.

What you'll do on shift

- Be the senior point of contact for clinical queries across the IUC OOH service teams, offering pragmatic advice and shared decision on areas including prescribing, managing risk and uncertainty, multimorbidity and safeguarding concerns.
- Work side-by-side with the operational Shift Manager to balance demand, deploy resources and keep patient flow safe and efficient.
- Provide remote assessment for a range of presentations, (for example very young or very old patients, accidental toxic ingestions), that form part of our OOH IUC services.
- Welcome and support new clinicians on their first shifts; supervise GP trainees (training provided to become an approved Clinical Supervisor).
- Contribute to service improvement and pathway development as part of a supportive leadership team.
- In the OOH period, review and prioritise cases for appointments and home visits so patients are seen in the right place, first time.

Who this role suits

- A collaborative GP with urgent care experience (e.g. duty doctor, IUC/OOH, System CAS, WDPL or F-ACE) and familiarity with the BNSSG system.
- A calm, solutions-focused clinician who enjoys team leadership, shared decision-making and supporting colleagues.

- Someone who believes and demonstrates BrisDoc's values including BrisDoc's people-centred ethos.

Working pattern

- **Minimum commitment:** 8 hours per week within SevernSide IUC, including at least **4 hours as a Clinical Coordinator**.
- **Flexibility:** Sessions available across the week.
- **Additional clinical hours:** We encourage extra employed SevernSide GP clinical sessions alongside your CC shifts.

If you're ready to lead on shift, keep people well in the community and support colleagues to deliver excellent urgent care, we'd love to hear from you.

Additional information

For a full list of general duties and expectations, please see [General Duties](#).

Locations, salary and benefits

Locations

- **Osprey Court, Whitchurch**

Salary

We offer a competitive employed package for Evening and Weekend GP Clinical Coordinators, with salaries from £123,230.65-£159,984.37 pa pro rata, depending on shift timings and day of the week. You'll also be eligible for two discretionary bonuses.

Core Employed Package Benefits

	Core Benefit
Minimum Commitment	8 or more hours across each 4-week rota
Geared Towards Work-Life Balance	✓
Priority Access to Rotas including Enhanced Rate Shifts	7 Days Early Access
Annual Bonuses	Up to 2 Bonuses
23.7% Total Employer Pension Contribution	✓
Parental Leave Package	✓
Up to 40 Days Annual Leave (Pro-rata)	✓
Statutory and Mandatory Training provided and paid for by BrisDoc	✓
Enhanced Sick Pay	✓
Paid Medical Indemnity	✓
Supported NHS Appraisals	✓
Paid Study Leave	✓
Sabbatical Eligibility	✓
Paid Time for Quality Improvement Projects	✓
Regular shift pattern, bespoke to you	✓

Why Choose Us?

- **Supportive environment:** You'll be well supported by our senior clinical leadership team.
- **Growth and development:** Take part in monthly case-based clinical forums; access Clinical Coordinator development, Clinical Supervisor training (for GP trainees), medical student teaching and leadership opportunities.
- **Sustainability commitment:** Join an organisation that acts on the climate emergency and embeds environmentally responsible practice.

This roles offers a rewarding, fast-paced environment with a focus on delivering exceptional care. Join a collaborative, open culture that values your contribution and supports your professional growth.



Person Specification

Core requirements: See **Appendix 1 – SevernSide GP role.**

Essential

- *(As per Appendix 1)* GMC registration on the GP Register, inclusion on NHS England's Performer's List, and MRCGP (or equivalent).
- Recent experience in urgent/unscheduled primary care (e.g. duty doctor, IUC/OOH, System CAS).
- Proven ability to manage risk and uncertainty, make safe decisions and escalate appropriately.
- Excellent communication and teamwork; supportive leadership alongside operational colleagues.
- Comfortable with telephone/remote assessment and coordinating care across services.

Desirable

- Teaching, supervision or coaching experience; interest in Clinical Supervisor training.

- Familiarity with the BNSSG urgent care system and local pathways.
 - Experience within SevernSide IUC, System CAS, CMDU, WDPL or F-ACE.
 - EMIS knowledge.
 - Involvement in quality improvement or service development.
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- Supportive approach to managing urgent care needs in the community wherever possible, including (but not limited to) promoting referrals to the Frailty Assessment and Co-ordination team (F-ACE) and NHS@Home (“virtual wards”).
 - Support colleagues in the Mental Health Integrated Access Partnership team as required, for example when physical health concerns or prescribing needs arise.
 - Provide advice and support to the operational SevernSide Shift Manager where needed, in conjunction with the operational and clinical support structures
 - Review cases put through for appointments or home visits by triaging clinicians in out of hours prior to booking
 - Support new clinicians working their first shift(s) in the IUC service or System CAS, or colleagues joining for a ‘taster’ session with a view to working with us, when required
 - Clinical Coordinators are encouraged to supervise GP trainees, and training is available to become an approved Clinical Supervisor
 - Proactive approach to engaging with and supporting service change and improvement, supported by the leadership team. This may include clinical oversight/ input to other cohorts of patients with urgent care needs in the community, including people being cared for by NHS@Home.
 - Excellent communication skills and a supportive and collaborative approach with both clinical and operational colleagues on shift, referring clinicians and colleagues in affiliated organisations

General Duties

You can read the full list of general duties and expectations [here](#).

Clinical Co-ordinator Person Specification

Criteria	Essential	Desirable
Qualifications and training	See Appendix 1 for SevernSide GP role duties and specification	See Appendix 1 for SevernSide GP role, plus: Experience in training, clinical supervision or coaching
Knowledge and Experience	See Appendix 1 for SevernSide GP role duties and specification	See Appendix 1 for SevernSide GP role, plus: - Previous experience working as a GP in the SevernSide IUC service (OOH, WDPL) and/ or the System CAS and Frailty-ACE teams. - Awareness of the urgent care landscape in BNSSG
Skills, Abilities and Attributes	See Appendix 1 for Severnside GP role duties and specification, plus - Urgent primary care experience and strong consultation skills, including ability to navigate complexity, person-centred and shared decision making, and hold risk and uncertainty - Proactive approach to supporting urgent care in the community and admission/ hospital avoidance - Strong communication skills to ensure discussions with clinical colleagues about clinical assessment/ management are supportive and focused on patient care, including ability to negotiate and hold risk - Ability to manage multiple parallel workstreams and prioritise appropriately, with willingness to work flexibly across teams and services.	
Other	See Appendix 1 for Severnside GP role	

Appendix 1 - Severnside GP: Main duties and responsibilities

- Assess and manage the full breadth of clinical presentations and age groups which present in the urgent primary care setting, including physical and mental health needs.
- Take telephone referrals from Health Care professionals within the BNSSG area for appropriate adult medical admissions whilst being sensitive to the capacity issues of the hosting acute trust.
- Demonstrate excellent communication skills with referring HCPs, to build positive relationships so that alternative management ideas can be discussed without confrontation.
- Gain familiarity with the other urgent care services available in the BNSSG system, and how to access these for patients
- Undertake clinical work by telephone +/- video, consulting with patients and/ or their representatives and healthcare professionals in the community to appropriately assess the current concerns, establish an appropriate differential diagnosis and management plan.
- Seek to support community management wherever possible, but be able to recognise serious illness and emergency situations requiring admission and/ or an ambulance response
- Be able to prescribe appropriately for the urgent primary care context, including initiating and changing end of life medications
- Manage referrals received in the Covid Medicine Delivery Service, to include assessing eligibility for covid antiviral medications, prescribing oral antivirals where appropriate, and onwards referral for consideration of IV alternatives if required.
- Telephone assessment and management of cases referred from NHS111 including accidental toxic ingestions and people aged < 2 or > 85 years with unclear needs
- In System CAS, undertake remote clinical assessment of patients who, without clinical input, would otherwise be directed to a Category 3/4 ambulance or Emergency Department

- Document the key findings from their assessment, such that the notes provide appropriate detail to log the assessment at the time, and support other clinicians who may be involved later in the patient's journey
- Seek clinical advice from the senior GP on shift (the Clinical Coordinator) when required to support clinical decision making and access to appropriate services
- Buddy with new clinicians working their first shift in the SevernSide service, as required, to support them to become familiar with the systems and processes following induction
- Be encouraged to contribute to on call clinician rotas at times of peak demand.
- Use all IT systems required for safe clinical work in IUC, including the clinical systems (CLEO, PACCS and EMIS), resources available to support clinical decision making (the Clinical Toolkit, BrisDoc weblinks, Remedy)
- Be proactive about identifying and reporting concerns and incidents, to support continued learning and improvement in the service provided to patients .
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Severnside GP Person Specification

Criteria	Essential	Desirable
Qualifications and training	• Full registration GMC GP register • Inclusion on NHS England's Performer's list - MRCGP or Certificate from the Joint Committee on Postgraduate Training for General Practice	• Higher post graduate membership/ qualification e.g., MRCP/ MSc

Knowledge and Experience	• Experience and interest in working across urgent primary care settings • Actively working in General Practice or some form of community medicine or IUC service • Effective multidisciplinary team working as part of current or recent primary care experience, either in practice or IUC, or both	• Experience of teaching Medical Students • Experience of GP Training/ Clinical supervision • Familiarity with the BNSSG healthcare system • Acute/ general medical experience • Experience of referral management/ Primary care/ hospital interface decisions
Skills, Abilities and Attributes	• Motivated to provide high standards of patient and workforce care • Excellent verbal and written communication skills • Able to form strong relationships both internally and externally • Able to listen carefully and to manage sensitive situations • Able to manage confidentiality at all times, for both staff and patients • Able to use own initiative to achieve the objectives of the post • Flexible approach to working pattern and location according to service need • Organised, systematic and with good time management; able to	• Familiarity with EMIS computer systems

	prioritise work, multi task and work under pressure • Willing to analyse own work and performance, to recognise own limitations and act appropriately • Commitment to BrisDoc's values and social enterprise status Positive attitude towards innovations and change. • Good team player who is able to support, value and respect the contribution of all members. • Able to remain impartial, objective and non-judgmental when working with others.	
Other	• Actively manages Continuous Professional Development, by keeping up to date with all professional requirements of the role.	