



Clinical Coordinator GP

Job Description

Working as a Clinical Coordinator (CC) is diverse and interesting, with lots of interaction with clinical and operational colleagues in IUC and the System CAS, as well as consulting with patients and healthcare professionals. The CC role is therefore vital in supporting our people to provide excellent care for our patients, in line with BrisDoc's values. CCs are strong team players, who are able to build collaborative and supportive working relationships with both clinical and operational colleagues. These roles are a great opportunity to build on previous urgent primary care experience. You will be part of a diverse and very supportive team, and can work solely as a CC or undertake CC shifts as part of a wider portfolio working in Severnside or BrisDoc's practice services.

Job Description

- Excellent communication skills and a proactive approach to building strong relationships and links with the clinical and operational colleagues on shift, across Severnside IUC teams.
- Close liaison with the operational Shift Manager as part of joined up clinical and operational leadership on shift
- Discuss options, share decision making, and negotiate with healthcare professional colleagues to meet patients' needs
- Provide clinical advice and support to clinicians, which may include (but is not limited to) prescribing support, risk holding, managing uncertainty, complexity and live safeguarding concerns, and appropriate referral pathways
- Assessment and management of patients referred into the System CAS service
- Assessment and management of patients referred to the CMDU service
- Flexibility to provide clinical cover to the Weekday Professional line and Frailty-ACE teams if there is a staffing or workload challenge.
- Proactive approach to supporting the management of urgent care needs in the community wherever possible, including (but not limited to) promoting referrals to the F-ACE team and NHS@Home ("virtual wards")
- Provide advice and support to the operational SevernSide Shift Manager where needed, in conjunction with the operational and clinical support structures

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- 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.

Other duties

- 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, in order 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
- 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

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- 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, BNSSG Remedy)
- Be proactive about identifying and reporting concerns and incidents, to support continued learning and improvement in the service provided to patients

Person Specification

Essential:

- 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
- 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
- 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
- Motivated to provide high standards of patient and workforce care

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- 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 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, social enterprise status and Co-ownership model
- 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
- Actively manages Continuous Professional Development, by keeping up to date with all professional requirements of the role

Desirable:

- Experience in training, clinical supervision or coaching
- Higher post graduate membership/ qualification e.g., MRCP/ MSc
- Previous experience working as a GP in the Severnside IUC service: OOH, F-ACE, WDPL and/ or the System CAS
- Awareness of the urgent care landscape in BNSSG
- Experience of teaching Medical Students
- Experience of GP Training/ Clinical supervision

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- Familiarity with the BNSSG healthcare system
- Acute/ general medical experience
- Experience of referral management/ Primary care/ hospital interface decisions
- Familiarity with Cleo and EMIS systems