

SevernSide Clinical Guardian Clinical Practitioner (CP)

Job Description

Job Overview

The Clinical Guardian CP role provides an exciting opportunity to work in a clinical leadership capacity supporting the Clinical Guardian audit process and wider clinical governance activities within SevernSide Integrated Urgent Care (IUC) Out of Hours as part of the Clinical Guardian Team.

The SevernSide Integrated Urgent Care (IUC) is provided by BrisDoc for the whole of the Bristol, North Somerset and South Gloucestershire area. Patients access SevernSide via NHS 111 which is delivered by our partners, Practice Plus Group.

SevernSide encompasses the Out-of-Hours CAS (Clinical Assessment Service) which includes telephone triage in addition to face-to-face services in the form of home visiting and appointments. As well as receiving cases from NHS111, the CAS receives calls via the Professional Line from community healthcare professionals (such as paramedics, district nurses and nursing homes) requiring primary care advice. Other SevernSide services include:

- Frailty Accute Assessment and coordination of emergency and urgent care (F-ACE).
- Covid Medicine Delivery Unit (CMDU)
- System Clinical Assessment Service (SCAS)

Supporting SevernSide clinicians on shift is the Clinical Co-ordinator – a senior GP who is available to provide advice and support to clinicians working across all aspects of the service.

As Clinical Guardian CP, you will be supporting the Clinical Guardian audit process and wider clinical governance activities within SevernSide IUC. The role is one of clinical leadership, ensuring that our patient care is of the highest standard and involves case review and discussion with a range of clinical colleagues.

Job Description:

The team of Guardian Clinicians comprises a mixture of GPs and a Clinical Practitioner, reflecting the diversity in the SevernSide IUC clinical workforce. The Clinical Guardian CP role will require the CP to be employed by BrisDoc, and to work at least an average of 4 hours per week clinically within the SevernSide IUC Out of Hours service alongside the guardian role. Guardian Clinicians will have at least 6 month's experience of urgent unscheduled primary care within SevernSide IUC in Out of Hours.

The Guardian Clinicians will undertake a clinical review of a random sample of anonymised cases for every clinician who has recently worked in SevernSide IUC Out of Hours, System CAS and CMDU using the Clinical Guardian software. All cases will be reviewed for clinicians who are new to the service; these will not be anonymised. The team meets on a regular basis to jointly review cases about which possible concerns have been raised (“group review”). The Clinical Guardian audit process involves:

Main duties and responsibilities

The role involves using the Clinical Guardian software to audit clinical notes, telephone calls and sharing feedback with clinicians. The Clinical Guardian CP will be a member of the multi-professional SevernSide Clinical Guardian Team, which will be coordinated by a SevernSide Lead GP. The team is supported by the SevernSide Governance Team, with whom they will maintain an effective working relationship.

The role has a 2-year fixed term tenure.

All members of the Clinical Guardian Team will also work 4 hours per week clinically within the SevernSide Integrated Care Service – specifically in Out of Hours.

Specifics of the Role

- Hours: Clinical Guardian work is comprised of 4 hours per week. This includes in person attendance at the Clinical Guardian team meeting one Friday morning in 4, from 08.30 – 12.30hrs to take place at Osprey Court.
- Clinical Guardian clinicians must also work a minimum of 4 clinical hours per week in the SevernSide IUC, specifically the out-of-hours service. Provision can be made for this if needed.
- The role has a 2-year fixed-term tenure.

Clinical Audit and Feedback to Clinicians

- Auditing clinical notes and telephone recordings against modified Royal College of General Practitioners criteria. Providing feedback (positive and supportive where there are low level concerns) when appropriate via the Clinical Guardian software, telephone or face to face.
- Forwarding cases for Group Review, when possible, concerns have been identified and working with guardian colleagues on these to agree feedback.
- Reviewing the work of individual clinicians in more detail where concerns are identified and liaising with the Guardian Lead GP. Detailed review may include presenting at other performance meetings.

- Supporting the safeguarding audit by identifying cases where safeguarding concerns have not been flagged and feeding back to clinicians.
- Encouraging clinician engagement with the Clinical Guardian process.
- Undergoing training as requested by the Lead GP.

Support wider clinical governance activities including, but not limited to:

- **Clinical Toolkit** - Contributing to the maintenance and development of the Clinical Toolkit, producing relevant content to support clinicians on shift.
- **Supporting New Clinicians** - Providing proactive support and follow-up for new Clinicians working in IUC.
- **Teaching and Training** - Involvement in teaching and training of other health professionals who may be attached to the IUC service, including writing newsletter items, facilitating clinical forums, and attending the Clinical Education Day.
- **Clinical Governance Projects** - Involvement in new clinical governance projects as guided by the Lead Guardian GP.

Guardian CPs will also be encouraged to:

- Undertake Clinical Navigator in addition to Out of Hours shifts part of their clinical commitment in IUC.
- Support/ supervise medical students on clinical shifts.
- Participate in clinical Practitioner Induction Hubs.
- Attending ad-Hoc Leadership Meeting

Person Specification

Criteria	Requirement	Measurement/ Testing Method
QUALIFICATIONS		
Full registration with relevant professional registration body (NMC & HCPC)	Essential	Application
Independent prescribing	Essential	Application
MSc qualification in Advance Practice or equivalent	Desirable	Application
EXPERIENCE		
Experience of effective team working in SevernSide Integrated Urgent Care Out-Of-Hours Service for at least 6 months	Essential	Application and Interview
Familiarity with Cleo and other IT systems required for safe clinical work	Essential	Application and Interview
Experience of working in a Leadership role	Desirable	Application and interview
Experience of Teaching	Desirable	Application and Interview
Experience of Training/ Clinical supervision	Desirable	Application and Interview
Clinical Governance experience	Desirable	Application and interview
OTHER		
Excellent communication skills. Able and confident to advise other healthcare professionals on appropriate pathways and clinical management.	Essential	Application and Interview
Able to provide coaching and mentoring support to clinicians managing sensitive and emotive situations appropriately.	Essential	Application and Interview
Commitment to BrisDoc's values and social enterprise status.	Essential	Interview
Positive attitude towards innovations and change.	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members.	Essential	Application and Interview
Able to remain impartial, objective and non-judgmental when working with others.	Essential	Interview
Good role model for effective consulting within SevernSide IUC.	Desirable	Interview
Flexible approach to working pattern and location.	Desirable	Application and Interview