Weekday Professional line (WDPL) GP

Job Description

This is a senior, weekday GP role at the **primary–secondary care interface**. You'll speak with GPs and other community clinicians about acute medical presentations, agree a clear plan, and support the best next step for each patient. You'll help teams **avoid admissions where safe**, and when hospital care is needed, **support timely referral via the right route**.

Based at Osprey Court, you'll work within a supportive multidisciplinary team alongside System CAS colleagues. The role is varied and offers a strong mix of clinical thinking, professional collaboration and system knowledge across BNSSG.

The WDPL team operates 08:00–18:30, Monday to Friday, and is based at Osprey Court. We receive calls from primary care clinicians and other community healthcare professionals seeking advice or admission for adult patients with acute medical presentations.

Our key function is to:

- explore management pathways not yet considered that could support safe community management, and
- facilitate admission to hospital via the most appropriate route when required.

We provide this service for patients within the catchment of the three BNSSG acute hospitals: Southmead Hospital, Bristol Royal Infirmary and Weston General Hospital.

You'll also receive a small number of cases from NHS 111 during the day (including poisonings), and you'll work alongside the System Clinical Assessment Service (System CAS) team, supporting remote clinical assessment for patients who might otherwise be directed to ED or 999 without clinical input.

Job Description

- Receive telephone referrals for medical admission from primary care clinicians, carefully exploring the medical presentation and the caller's concerns

- Demonstrate shared clinical decision-making and critical thinking to agree a patient-centred plan, aiming to support community management wherever possible and particularly for patients with terminal illness and/ or advanced frailty

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- Facilitate referral to the Frailty-ACE (Assessment and Coordination for Emergency and urgent care) team for those frail patients who would benefit from a further discussion to determine whether community management would support their needs

- Provide medical advice and support to community clinicians who are working to maintain management of adult medical patients in the community, signposting to specialist input and community management pathways if required

- Seek specialist advice when required to support admission avoidance

- Facilitate urgent/ same day hospital referral via the most appropriate hospital pathway

- Remote assessment and management of a small number of dispositions/ cases referred from NHS111 during the day, including accidental toxic ingestions and people aged < 2 or > 85 years with unclear needs

- Remote clinical assessment of patients who, without clinical input, would otherwise be directed to a Category 3/4 ambulance or Emergency Department, alongside System CAS colleagues

- Excellent communication skills and a supportive and collaborative approach with both clinical and operational colleagues on shift, referring clinicians and colleagues in affiliated organisations

- Proactive approach to case discussion and supporting clinical decision making across Weekday Professional Line, Frailty-ACE and System CAS teams

- Contribute to the development of and/ or embrace new patient pathways, admission avoidance options and service developments to enhance care for patients

- Support with assessment and management of patients referred to the Covid Medicine Delivery Unit, where required.

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.

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- 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
- 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

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- Effective multidisciplinary team working as part of current or recent primary care experience, either in practice or IUC, or both
- 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 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
- Confident to advise healthcare colleagues on management of common acute medical presentations
- Strong communication skills to support shared decision making with healthcare professional callers about patient care and pathways
- Ability to recognise when specialist advice is required
- Ability to interpret common investigations including bloods and ECGs
- Actively manages Continuous Professional Development, by keeping up to date with all professional requirements of the role
- Ability to attend occasional evening team meetings or staff training session
- Interest in acute/ urgent care

Desirable:

- Experience of work in urgent or emergency care (eg Emergency Department, Acute Medicine, Integrated Urgent Care/ out of hours)
- Interest in frailty
- Knowledge of BNSSG acute care pathways

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- Experience of referral management, and/ or the primary care/secondary care interface
- Higher post graduate membership/ qualification e.g., MRCP/ MSc
- 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
- Familiarity with Cleo and EMIS systems

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