

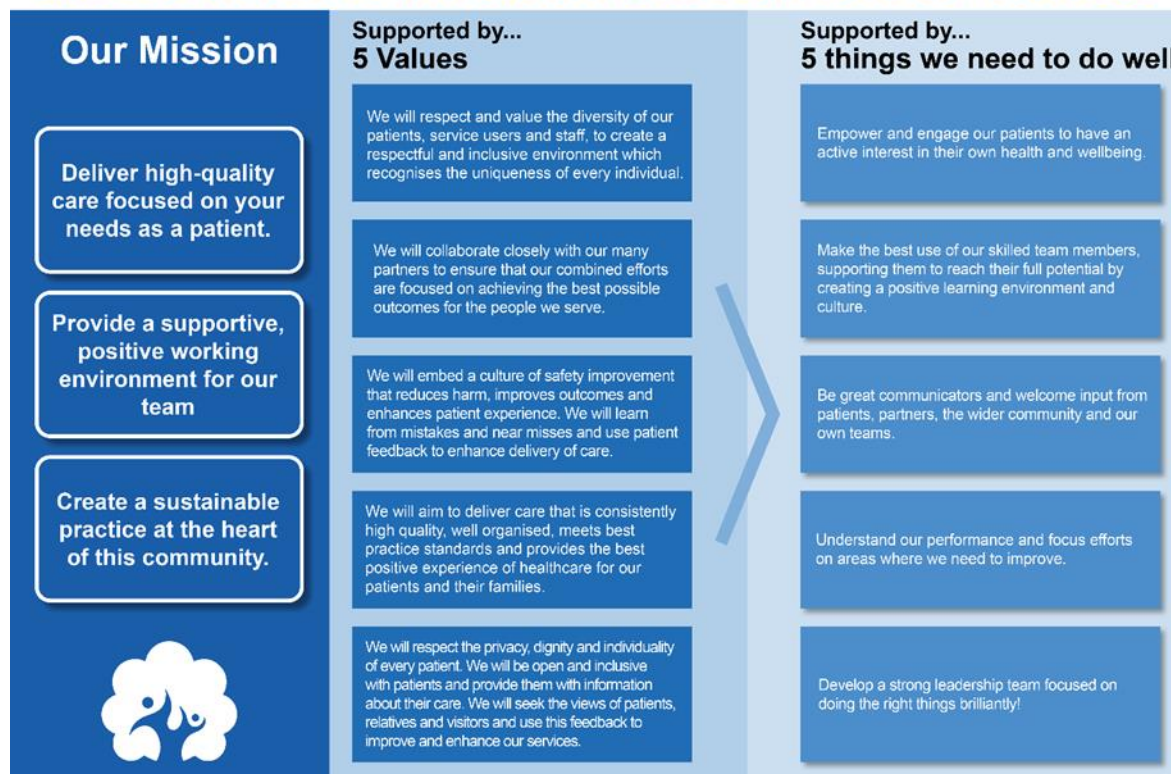
Lister House Surgery

Job Description & Person Specification

Job Title	Team Up Community GP
Line Manager	Team Up Clinical Lead
Accountable to	Team Up Clinical Lead
Hours per week	1 to 2 Sessions per week

Job Summary
<p>Provide day-to-day clinical leadership for the multi-disciplinary and multi-agency service to deliver effective, efficient, and high-quality Primary Care services where those Primary Care services need to be provided in people's homes, care homes and those identified with unmet needs and/or complex ambulatory patients. Mentorship, guidance, and support to clinical decision-making throughout the whole extended team. Medical assessment and management on behalf of and in conjunction with members of the team. Senior clinical triage for the Acute Home Visiting element of the service, to determine the urgency and type of response needed, according to clinical need. Provide education and mentorship to members of the team, especially those in advanced or extended practice roles, including trainees. Contribute to quality improvement and learning activities, including audit, service improvement, and learning event analysis. Build relationships across the extended team including, but not limited to social care, ambulance, social prescribers, community, and mental health clinicians. Support complex needs service, care homes and palliative patients.</p> <p>Working in conjunction with the PCN Service Clinical Lead and PCN Service Operational Manager the post holder will develop and deliver a safe and effective service, developing new ways of working and clinical pathways in accordance with key local and national clinical standards, for the service areas of Acute Home visiting, urgent community response, enhanced health in care homes and anticipatory care.</p> <p>The post holder will work with key stakeholders and partners locally to contribute to the ongoing development of the service, promoting a cross organisational, integrated, and multi-agency approach to the delivery of care for the PCN population.</p>

Lister House Mission Statement & Values



Generic Responsibilities

All staff at Lister House Surgery have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I which creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being, and safety. You have a duty to take responsibility for your own health and safety and for others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met, and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are expected to complete a practice induction programme.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Lister House Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Lister House Surgery, staff are required to dress appropriately for their role. Dress standards are contained in the staff handbook.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take a minimum of 25 days leave each year and should be encouraged to take all their leave entitlement.

Primary Responsibilities

Service Leadership and Team Development

On a day-to-day basis provide clinical leadership to the local Team Up service who will ultimately provide a holistic service approach to the delivery of Acute Home Visiting, Urgent Community Response, Enhanced Health in Care Homes and Anticipatory Care services. Postholder should be experienced in managing complex patients, with multiple co-morbidities, health inequalities, palliative, and frailty.

Additional services are also to be developed, including a complex needs service and bespoke care to our most deprived populations, such as the Slovak, Slovak Roma and South Asian communities.

Provide support for team members to deliver high quality, methodical and well-informed patient diagnoses and care plans by advising on complex clinical situations including;

- Complex prescribing decisions,
- Where there are difficult clinical risk decisions.
- Where there is disagreement between professionals, patients their carer or next of kin.
- When diagnosis is uncertain.
- When identification of end of life is difficult.

Develop expertise within the team and community for improving the lives of people living with frailty and/or complex needs by delivering formal and informal education, developing and promoting this approach for all team members during clinical interactions.

Lead and support the team members providing MDT briefings to optimise the teams' skills, knowledge and resources to maximise best care in the patient's own home or care home and in coordinating patient care.

Take a lead role during MDT Team Up meetings, ensuring that the patient voice and needs is put first.

Debrief and support members of the team both clinically and with their professional development.

Contribute to the personal and professional development review process for team members supporting them to meet the needs of the service, the aspirations of the individual and requirements for registration and revalidation.

Provide education and mentorship to members of the team, especially those in advanced or extended practice roles, including trainees.

Alongside the operational manager, build a culture of continuous improvement and learning within the team to drive forward the change needed to deliver the multi-skilled and multi-agency approach.

Service Development, Delivery and Ways of Working

Work with PCN operational manager and service clinical lead to develop and implementation new care pathways for the service areas of Acute Home visiting, urgent community response, palliative care, enhanced health in care homes and anticipatory care that support the multi-agency and multi skilled team approach.

Act as an 'integrator' ensuring care is co-ordinated across the interface with Primary Care and other health and social care partners, including care homes, to ensure that service delivery is seamless and delivered in an integrated and holistic way.

In conjunction with the PCN operational manager develop and implement robust systems and processes for the delivery of the service and for ensuring the effective clinical governance and quality improvement of it.

Work with the care home staff and managers to implement good practice and associated protocols.

Lead the team in identifying and responding to safety and quality concerns, ensuring these are escalated as appropriate.

Leading and coordinating MDT meetings across organisational boundaries to deliver appropriate patient centred care.

Promoting the culture of self-managing teams who work to co-develop the service and address challenges from a multi organisational perspective.

Promoting with the team appropriate ways of working consistent with a holistic Ageing Well service, such as holistic comprehensive assessment and enhanced advanced care planning.

Encourage the use of supportive, non-statutory services to promote a self-care approach, and in supporting patients with rehabilitation.

Develop links with secondary care and other specialist services, to provide input and shared care working arrangements for complex individuals using the MDT approach.

Direct patient care.

Providing medical assessment and management where needed on behalf of, or in conjunction with, team members.

Work with the PCN service clinical lead and operational manager to develop and implement (with appropriate clinical protocol) the senior clinical triage function for the Acute Home Visiting element of the service to determine the urgency and type of response according to clinical need.

Strategic development of services.

Promote with team members the culture of continuous improvement to develop new and improved ways of working.

Work with the operational manager and team members to provide guidance and support on clinical audit other non-patient facing activities such as service user involvement.

Identify opportunities and gaps in services and work with the PCN service operational and clinical lead and team members to provide innovative solutions where possible.

Input into service development longer term planning with local partners to ensure service integrations with wider system developments

Work with team members to keep abreast of new evidence and technologies as they emerge to identify new opportunities for incorporating into the local service.

Ensure that the service meets CQC and other regulatory standards, escalating any concerns or non-compliance issues according to agreed processes.

Stakeholder Management

Develop effective working relationships with professionals and clinicians both internal and external to the service to ensure effective, efficient and high-quality services for service users are delivered as close to home as possible.

Act as an 'integrator' ensuring care is co-ordinated across the interface with Primary Care and other health and social care partners, including care homes, to ensure that service delivery is seamless and delivered in an integrated and holistic way.

Person Specification – PCCO PCN Team Up Community GP		
Qualifications	Essential	Desirable
A vocationally trained and accredited GP with minimum 2 years post CCT experience or other clinical experience in secondary care	✓	
MRCGP		✓
Current registration with GMC	✓	
On the GP performers list	✓	
Recognised qualification in Care of the Elderly or Frailty		✓
Recognised qualification in EOL		✓
Recognised qualification in medical education/clinical supervision		✓
Evidence of leadership development		✓
Experience	Essential	Desirable
Experience of working in the community	✓	
Experience and knowledge of deprescribing		
Experience of working in Primary Care	✓	
Experience and evidence of an interest in care of the Elderly and Palliative care	✓	
Knowledge and experience of carrying out Comprehensive Geriatric Assessment		✓
Understanding of adult safeguarding and Deprivation of liberty procedures	✓	

Experience of multidisciplinary working	✓	
Experience of medical education/clinical supervision	✓	
Working knowledge of healthcare services in Derby City and a desire to keep this up to date and expand learning	✓	
Knowledge, understanding and empathy for the different cultures within our patient population, the health inequalities, healthcare barriers and educational needs which are patients may face and a desire to support all our patients	✓	
Experience of project work to tackle health inequalities		✓
Skills	Essential	Desirable
Excellent communication skills (written, oral and presenting)	✓	
Skilled in Microsoft Office software	✓	
SystemOne Clinical system >1 year	✓	
Effective time management (Planning & Organising)	✓	
Experience of Project management		✓
The ability to understand the competencies of others and support them to work within and at the top of those competencies. Also, to recognise and act when others are going beyond their competency.	✓	
Leadership of service delivery/change.		✓
Ability to work effectively and provide leadership across traditional organisational and professional boundaries	✓	
Ability to demonstrate leadership skills within a multidisciplinary team	✓	

Excellent organisational and communication skills	✓	
Clinical audit skills	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive, and resilient	✓	
Other requirements	Essential	Desirable
Disclosure Barring Service (DBS) check	✓	
Maintains confidentiality at all times	✓	
Full UK driving licence		✓

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.