

Job Description

Job Title: Deputy Director of Clinical Pathways, Health in Justice
Accountable to: National Medical Director, Health in Justice
Location: National (remotely based with travel across our locations)

This is a full-time role with a salary up to £85k plus benefits.

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



Practice Plus Group (PPG), previously known as Care UK, is the leading provider of outsourced healthcare on behalf of the NHS, delivering against more than seventy discrete contracts across the UK. NHS England is currently responsible for providing primary care into circa 118 prisons and IRCs across England. Practice Plus Group is the leading healthcare provider into the prison sector; with a circa 50% market share.

Practice Plus Group, operating under a 'prime provider model' are contracted for the broad provision of the following offerings; primary care, substance misuse, mental health (primary and secondary), dental, ophthalmic (eye care), physio and psychiatric services. We provide much of these services in-house, but will partner with specific sub-contractors to fulfil the delivery of a contract and ensure a high quality of care for all in need.

The Health in Justice service line is led by the Service Director supported by the senior leadership team including National Medical Director, Director of Nursing & Quality, Chief Pharmacist, Head of HR, Head of Finance and three Regional Directors.

The Opportunity

For the right individual, this presents an opportunity to be part of a senior leadership team within a niche sector for a forward thinking and growing service line. Over the last eight years PPG's Health in Justice service line has grown from a portfolio of 12 prisons to our current c.60 services including Immigration Removal Centres (IRCs) and community services. With a strong business development pipeline over the next 12 – 24 months, our future potential growth could also offer further development opportunities for the right individual. PPG is

recognised as a leading outsourced NHS provider within the UK and wants to be known as providing the 'best in class' for patient care within the criminal justice sector.

The role

As a member of the National Clinical Leadership Team, the Deputy Director of Clinical Pathways will work with the Health in Justice (HiJ) Leadership Team to provide innovative, energetic, patient focused care. In particular their role will provide strategic leadership in delivering agreed service development projects.

The role requires an understanding of the aspirations for secure environments and the non-custodial sector and to find positive solutions for the challenges being faced in both health care and the wider environment.

A good understanding of the sector dynamics at both a National and Regional level is required, as well as an understanding of the strategic direction for HiJ delivery. This includes the statutory framework within which it operates, in particular but not restricted to, the Ministry of Justice (MoJ) and His Majesty's Prison & Probation Service (HMPPS). The role also requires an ability to navigate a complex stakeholder and sub-contractor environment.

The Deputy Director of Clinical Pathways will provide leadership in the development, delivery and embedding of service improvement projects in order to ensure the consistent delivery of high quality, safe and cost-effective care for patients within the Health and Justice service line, continuously working to improve the healthcare provided to this complex patient group.

This will involve developing and implementing project plans, developing communications and effectively monitoring progress.

The post holder will provide professional leadership to all colleagues including maintaining high professional standards in behaviour and practice across all services and developing leadership capability.

They will lead the national pathways team for Health in Justice and ensure the implementation of our strategy to:

Provide outstanding evidence-based care to our patients, seeking out, listening to and acting on their feedback, so that care is personalised and informed by what matters to them.

Deliver non-judgemental, reflective and competent care that makes a real difference, as defined throughout our bespoke Health in Justice competency framework.

Inspire excellence by forging strong links with our partners and stakeholders and providing a service that people can trust, feel safe within, and feel proud of.

Promote best practice, clinical supervision, evidence-based care and continuous quality improvement, embedding an open and just culture of shared learning.

Share knowledge, skills and expertise to ensure safe care, building strong multi-disciplinary teams and supporting each other to do a great job.

- Support a multi-skilled, multi-disciplined and diverse workforce to work as a cohesive operational group delivering first class care to all patients.
- Provide professional and medical leadership and development, to the medical, clinical and governance workforce across Health in Justice.
- Work collaboratively and in partnership with the Service Director- Health in Justice and other colleagues with in the SLT.
- Work collaboratively and in partnership with the senior clinical Leadership Team to provide assurance that services are safe, caring, effective, responsive and well led.
- Ensure high standard quality governance throughout Health in Justice Service line, ensuring full compliance with internal and external expectations for service delivery.
- Contribute to the ongoing development and implementation of the Health in Justice Quality Assurance Framework and of the Continuous Quality Review process.
- Keep abreast of national and international changes to practice that impact on clinical governance requirements; to communicate these effectively to a variety of audiences and integrate them into Practice Plus Group's policies and practice as appropriate.
- Lead by example, demonstrating high professional standards, promoting a culture of openness and acting at all times in accordance with the GMC's Good Medical Practice.
- Support the Health and Justice service line to develop and deliver new, innovative health care offerings that provide solutions to commissioners' requirements and will support the business development team in bid development and mobilisation of new services.

1. Vision and Leadership

- Lead the delivery of clinical care and development and implementation of integration to achieve this.
- Develop and sustain effective, collaborative working relationships with the Health in Justice leadership team, providing strategic and medical direction on all necessary matters.
- Represent Health in Justice with external agencies including NHS England and our commissioners, other service providers, networks, patients, and other national bodies on issues relating to service delivery and development.

2. Governance

Work with the leadership team in providing assurance about the quality of services by:

- Collaborating in developing and embedding a culture of continuous quality improvement, leading on policies and procedures to create a culture of quality and safety.
- Collaborating on further development of clinical governance standards.
- In line with the principles of the national Patient Safety Incident Response Framework (PSIRF), ensure a robust process for managing all patient safety incidents, including deaths in custody, that supports openness, transparency and the sharing of lessons learned across the service line and more widely where appropriate.
- Supporting the management of complaints and ensuring action has been taken on the findings of investigations into clinical incidents and inquests, to prevent recurrence.
- Where required support the investigation of complaints, legal cases, accident reports and safety incidents, liaising as necessary with other colleagues and addressing any quality issues that arise from the investigation of a complaint or incident.

3. Strategic Planning

Work alongside the Senior Leadership Team and others in Health in Justice, to:

- Identify opportunities for developments within and across the existing business and including the new services.
- Lead on delivering service change and ensuring this is embedded within our services.
- Ensure appropriate assurance processes are developed within strategic plans.
- Maintain awareness of national and international trends and evidence and link it to the directorate development.

4. Professional standards and Quality of Patient Care

- Maintain own professional competence and credibility seeking opportunities to role model standards of care and expected behaviour, to measure agreed standards of Good Medical Practice (including appraisal and revalidation).
- Maintain own personal professional development and participate in the PPG PCR review process with the National Medical Director, Health in Justice.
- To keep the Health in Justice service line under review and, working with the wider team, facilitate improvements as necessary in response to changes in best practice, corporate governance approaches or external standards.

- Ensure they promote a culture of openness and transparency in line with the duty of candour and that all incidents of poor clinical care and harm are investigated openly, reported widely and clear changes and improvements to practice are implemented within the agreed governance framework.

5. Workforce

- Oversee the recruitment and induction of good quality, competent clinical staff.
- Oversee training provision to enable clinical staff to undertake high quality patient care.
- Raise patient safety concerns regarding clinical staff so that patient safety is maintained and appropriate investigations undertaken.

6. Patient and colleague engagement

- Work with senior Health in Justice service line colleagues so that the voice of patients is included in quality improvement and service design.
- Work with senior Health in Justice service line colleagues to respond to staff feedback and concern, including ad hoc issues and the results of the annual staff engagement survey.

7. General Responsibilities

- Represent Health in Justice and Practice Plus Group at regional and national conferences and on working groups as appropriate.
- Act as an ambassador for Practice Plus Group at all times and ensure all medical, clinical and governance staff are aware of their responsibilities for maintaining the reputation of the Business.
- Ensure that the principles of Equality and Diversity are central to the day-to-day management of works of individuals within the division.

Additional Information:

Appraisal

PPG operates a system of individual performance review/appraisal for the purpose of agreeing performance objectives and discussing development needs in line with requirements of service need in the operational plan.

Registration

The post holder is expected to maintain a full registration with the appropriate regulatory body. This will involve full compliance with the appraisal and revalidation process.

Code of Conduct for Professional Group

All members of staff are required to work in accordance with their professional group's code of conduct (e.g., NMC, GMC, HCPC).

Conflict of Interests

You may not without the consent of PPG engage in any outside employment and in accordance with PPG Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in PPG. Interests that might appear to be in conflict should also be declared.

Disclosure and Barring Service

It is a requirement of this position that a DBS check at the enhanced level is undertaken. Prison Vetting - a HMPPS (His Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice.

Confidentiality

The post holder is required not to disclose such information, particularly that relating to patients and staff. All employees are subject to the Data Protection Act 1998 and must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The post holder must not at any time use personal data held by PPG for any unauthorised purpose or disclosure such as data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of PPG, unless expressly authorised to do so by PPG. Further guidance on confidentiality is contained within PPG Information Security Management System (ISMS).

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

Education and Training

Personal continuing professional development is encouraged and an annual appraisal system is in place to discuss CPD and ongoing objectives.

Equal Opportunities

The post holder is required at all times to carry out responsibilities with due regard to PPG Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with PPG.

Health and Safety

As an employee of PPG, the post holder has a duty under the Health and Safety at Work Act 1974, to: -

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

Co-operate with their employer to ensure compliance with Health and Safety legislation and PPG Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Risk Management

All members of staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. The post holder may be required other relevant and appropriate duties, commensurate with role, as required. This job description will be subject to regular review and amendment as necessary.



Person Specification – Deputy Director of Clinical Pathways		
CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none">• Registration with NMC or Allied Health Professional Body	<ul style="list-style-type: none">• Attendance on a management training programme or willingness to undertake.
Experience	<ul style="list-style-type: none">• Significant experience of working in a senior leadership role.• Significant experience of leading and delivering change projects within health settings.• Experience of working to improve patient experience.• Implementing evidence-based practice /medical research in practice.• Evidence of working collaboratively in a team with Clinical and Non-Clinical colleagues to deliver high standards of care.• Operational skill with a focus on delivery through influence.	<ul style="list-style-type: none">• Experience within Secure and Detained Settings.• Experience of leading and implementing change in clinical settings across a wide geography. <p>Experience of managing higher level complaints and incidents and implementation of subsequent Learnings.</p>



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		<ul style="list-style-type: none">• Experience in leading on quality, standards of care, clinical audit, benchmarking and clinical improvements.
	<ul style="list-style-type: none">• Excellent communication skills, including the ability to negotiate	<ul style="list-style-type: none">• Demonstrable high level clinical, operational and



Skills and Knowledge	<p>effectively with external agencies and stakeholders.</p> <ul style="list-style-type: none">• The ability to motivate and inspire.• Knowledge of project management processes and their application to delivering change• Excellent interpersonal, organisational, and influencing skills. <p>Good time management skills with the ability to prioritise own workload and that of others.</p> <p>Professional credibility. To be in good relevant professional bodies, including compliance with appraisal and revalidation.</p> <ul style="list-style-type: none">• Ability to give clinical advice and provide the medical contribution to business planning processes. <p>Proficient use of relevant IT programmes. Including the ability to use Microsoft Office.</p>	<p>strategic leadership skills.</p> <p>Experience of using project management processes to deliver change</p>
Other Factors	<ul style="list-style-type: none">• Ability to be flexible with regard to working hours – national and regional travel and overnight stays will be essential for this role.• Commitment to self-development with the ability to demonstrate in-depth knowledge of current thinking and policy affecting health and public/private partnerships.• A commitment to promoting equality and diversity in the workplace and in service delivery and development.	



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