#### Job Title: Salaried GP in Suffolk and North East Essex Unscheduled Care Coordination Hub (UCCH) and North East Essex out of hours (OOH)

**Reporting to:** SNEE CAS and OOH Clinical lead

**Accountable to:** IUC medical lead, IUC regional manager, IUC service manager, IUC medical director

**Hours of Work:** Part-time, hours to be agreed.

**Location:** Suffolk and North East Essex locality. Permanent base TBC (likely Ipswich and/or Colchester)

This is a hybrid role working in the SNEE UCCH and North East Essex OOH service.

The UCCH is an award-winning innovative multi-disciplinary hub aimed at facilitating improved patient outcomes, admission avoidance and enhanced patient journeys. Clinicians and paramedics from Integrated Urgent Care, East of England Ambulance Trust and the Urgent Community Response teams work together to proactively intercept category 3-5 ambulances in an effort to reduce demand on the ambulance trust and emergency department. By working alongside other providers in primary care, secondary care, mental health, palliative care, community and voluntary organisations, the UCCH aims to manage patients within the community, keeping care closer to home.

The OOH service provides care for patients with urgent primary care needs in the periods when GP practices are closed, typically evenings, weekends, bank holidays and overnight.

This post will suit newly qualified GPs within the first two years of training who would like to develop their knowledge and skills within Integrated Urgent Care. Mentorship will be provided.

The role allows the post-holder to develop a portfolio career as it provides the flexibility to also undertake sessions in a traditional in-hours GP setting whilst gaining valuable experience within unscheduled urgent care.

The successful post-holder will need good knowledge of local urgent care, primary care and secondary care pathways and infrastructure. Collaborative working with SNEE system partners to deliver better quality of care for patients is a key requirement of this post therefore successful candidates will need excellent communication and interpersonal skills and be able to maintain a high level of professionalism at all times.

As telephone consultation skills are essential, the post-holder will receive training to work in the SNEE Clinical Assessment Service (telephone based remote consultation service).

This role is face to face and not suitable for remote working unless as part of a business contingency measure.

**Main duties**

1. Working face to face within the UCCH and NEE OOH (and/or SNEE CAS) as part of the multi-disciplinary team
2. Reviewing low acuity cases held in the East of England Ambulance Service (EEAST) queue and identifying cases that may be better served by other Services
3. Completing remote and face to face consultations with patients and/or caregivers
4. Work with other members of the team to identify and suggest service improvements with a focus on quality assurance and patient safety
5. At times of reduced workload, post-holders will be expected to work within the SNEE CAS
6. Act as a representative and ambassador for Practice Plus Group at all times

**Job description**

Clinicians will be expected to:

* Complete telephone based consultations and face to face consultations in line with the service they are working in
* Make timely decisions regarding future management, including advice and onward referral to callers who have been identified as requiring enhanced clinical assessment.
* Provide quality, evidence-based health care, in line with protocols and policies to meet the immediate needs of the patient and provide clinical support to other clinicians
* Function autonomously and within their sphere of competency to assess patients, plan their care, administer treatment, discharge or refer as appropriate to other healthcare professionals or external agencies.
* Undertake remote prescribing as required
* Take an active role within the cross-disciplinary, multi-skilled team to improve service quality
* Represent Practice Plus Group a professional manner when in contact with the general public and other professionals.
* Work closely with the UCCH, PPG clinical and operational team, service leads and directors to ensure:
* Safety of the hub and OOH service
* Efficient utilisation of resources
* Effective real time contingency management whilst on shift

#### Principal Duties and Key Responsibilities:

#### General:

* To be responsible for prioritisation and timeliness of all consultations.
* To work with the management team, together with other members of staff, to maximise effective and efficient delivery of care to patients.
* To promote close teamwork between colleagues and to continually strive to improve the service.
* Manage appropriate prescription requests via the Electronic Prescribing Service (EPS)
* Work in line with the PPG prescribing guidelines and local drugs formulary
* Provide interim care advice and safety netting advice
* Utilise available GP records eg GP Connect, Summary Care Record
* Thorough and high-quality documentation
* Maintain confidentiality at all times
* An active role in the safeguarding of patients
* Follow UCCH and PPG protocols and policies
* Regularly update personal clinical skills and knowledge
* Keep up to date with mandatory training
* Actively participate in clinical governance

#### UCCH

* Work alongside members of the UCCH MDT to review cases in the EEAST stack and those referred from other services
* Complete telephone-based consultations to manage a range of presentations
* Reach an appropriate outcome and use PaCCS and the Directory of Services (DoS), this may include
  + Home management advice
  + Referral to registered GP
  + Referral to community-based services including district nursing service, hospice, mental health services
  + Referral to secondary care services eg AMSDEC
  + Signposting patients to community services eg pharmacy
  + Signposting to emergency care services eg ED, UTC, crisis team
* Return cases to EEAST where a requirement for an ambulance has been identified

NEE OOH

* Seeing primary care patients in a face-to-face setting (base or home visiting)
* To complete telephone triage and consultations where required
* To work flexibly as an OOH GP in line with service demands

## Professional and Educational Responsibilities

* Work within the professional Code of Conduct (GMC)
* Undertake appropriate personal and professional development to meet the requirements of revalidation and annual NHS appraisal.
* Using the system provided, keep accurate and contemporaneous records of each enquiry, including assessment and advice regarding care.
* Attend training and professional development programmes identified as appropriate
* Regularly participate in annual company appraisal, 121 and clinical supervision where appropriate

**Education and Training**

* To work within the professional Code of Conduct and other directives as defined by their governing body (GMC)
* To undertake appropriate personal and professional development to meet the requirements of their registration and job role.
* To have a clear understanding of remote consulting and have an appreciation of the challenges this can present
* To participate in regular performance review
* Engage in evidence-based practice and demonstrate evidence of continued professional development
* Ensure mandatory training requirements are met

**Confidentiality**

All information obtained in the course of the post holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group’s policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group.

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group’s business is carried out.

**Travel to other sites**

You may be required to travel to other locations in the event of a Disaster Recovery plan.

**Complaints and incidents**

From time to time, complaints and incidents may occur. All staff are expected to be aware of the complaints and Datix process. Staff directly involved in a complaint or incident will be supported throughout the complaints process by their line manager and lead investigator. Complaints and incidents are investigated promptly, therefore full co-operation of staff is required.

**Other duties**

The post holder may be required to undertake other reasonable duties according to the needs of the business. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

**General**

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group’s business plan.

**Person Specification**

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|  | | **Essential** | | **Desirable** | |
| **EDUCATION/**  **QUALIFICATIONS** | | * Current GMC certificate * Vocational training certificate or certificate of equivalence * Full membership of a medical indemnity organisation * Current HEP B immunity certificate * Inclusion on a PCT Medical Performers list | | * Newly qualified GP within last two years * Current Resuscitation certificate * Experience of Medical, Surgical, A&E, Mental Health and Paediatrics * MRCGP/New Graduate with Summative Assessment * ATLS/ACLS | |
| **SPECIALIST**  **SKILLS/**  **ABILITIES** | | * Basic computer literacy and keyboard skills * Good telephone manner & clear diction. Timely record keeping. * Excellent communication and listening skills. Team worker. | | * Understanding of integrated urgent care services including NHS111, CAS and OOH * Knowledge of how other system partners and health and social care services operate including (but not exclusive to): primary care, urgent treatment centres, emergency department, pharmacies, ambulance service | |
| **RELEVANT**  **EXPERIENCE** | | * Primary care home visiting, triage and face to face consultation * Demonstrate holistic patient care | | * Current CAS and/or OOH experience * Video consultation skills | |
| **KNOWLEDGE** | | * An up to date understanding of modern primary care and its delivery out of hours | |  | |
| **OTHER**  **REQUIREMENTS** | | Be able to carry out the duties of the post  * The ability to work within a professional MDT * Desire to provide holistic care for patients and interest in promoting patient safety and improving patient outcomes * Good communication, listening and interpersonal skills * Ability to work under pressure * The ability to prioritise work and deliver to agreed time scales and standards  The ability to write structured, detailed and clear notesFlexible approach to work and willingness to travel as required | |  | |