**Job Description**

**Job Title:** Medical Lead

**Location:** Working from North West London main office

**Hours of Work:** 24 hours per week as medical lead and clinical hours within the service on top

**Line Accountability** Medical Director

**Professionally accountability to:** National Medical Director for Primary Care

**Job Summary:**

The Medical Lead of the Integrated Urgent Care Service (IUCS) is the local medical professional lead at contract level for the North West London IUC service. This service encompasses the 111 service, the Clinical Assessment Service (CAS) and the face to face Out of Hours Service across North West London. The Medical Lead will ensure the high quality performance and governance of the IUCS.

Working together with senior clinical and operational managers, the IUCS Medical Lead will provide medical oversight to ensure that there is appropriate clinical governance, quality assurance and service improvement processes in place. This will include identifying system improvements, pathway improvements and identifying training needs.

The Medical Lead will be responsible for working with, external stakeholders of the North West London service including the Commissioner’s Clinical Governance / Quality Leads to ensure that there is effective integrated governance.

They will work with the Department of Health, NHS England, Health Education England, local commissioners, clinical advisory groups and external stakeholders on developing, reviewing and maintaining patient pathways that are deliverable through the IUCS. They will work with the same stakeholders to demonstrate the performance of the service and be responsible for directing change where required back into the IUCS in response to service changes, patient and professional feedback and for performance improvement.

They will promote and support the IUCS Clinical Audits at both a local and central level. This may involve carrying out audits, writing reports and making recommendations to enhance the service provided to patients. They will lead on local complaints and incidents.

The role operates as part of the regional structure supported by regional teams led by the Senior Service Manager and National Medical Directors. The IUCS Medical Lead reports to the National IUC Medical Director and is professionally accountable to the National Medical Director for Primary Care.

The Medical Lead for IUCS will also feed into a national leadership network and will be expected to ensure there is effective sharing of good practice and that the business learns effectively from local experience.

Practice Plus Group places a high priority on developing clinical leaders to assure the delivery of high quality, cost effective services through the delivery of professional performance management, learning, appraisal and effective management of change within the clinical workforce. The IUCS Medical Lead will be expected to participate fully in developmental programmes.

Practice Plus Group has a central clinical governance team, led by the Group Medical Director that works across the business providing systems, processes and frameworks that underpin the standards expected for safe clinical service delivery. Additional governance requirements for the IUC service are as specified by the current NHSE IUC Service Specification.

**Objectives:**

1. The development of patient pathways that are deliverable through the IUC service in conjunction with commissioners and other stakeholders in order to improve the patient experience of urgent care, and to improve both the clinical and cost effectiveness of local integrated urgent care.
2. To work with operational managers and clinical lead to ensure that the local IUC service is of high quality and safe for patients.
3. To provide appropriate high quality medical advice to assure the quality of the IUC service for patients and local clinicians
4. To provide the external leadership for the local IUCS, to promote the reputation, realise the potential of IUCS and develop the sustainability of the service provided by Practice Plus Group.
5. To support the commissioner’s IUC Clinical Governance Lead in developing effective governance of the service and ensure continued NHSE sign off and support;
6. To use Practice Plus Group’s national network for Medical Leads to share good practice and identify opportunities to improve services and feedback to stakeholders including commissioners locally and the Department of Health through national structures.

**Responsibilities:**

1. To work collaboratively with operational, clinical and quality team colleagues as a key member of the local management and governance team to achieve all corporate objectives, including but not only, achievement of contractually compliant contract standards, high patient satisfaction and service effectiveness including profitability.
2. To work collaboratively with the Practice Plus Group111 National Medical Lead, National Medical Directors and service managers and other members of the National and regional teams to establish best practice as part of the IUC service.
3. Lead the clinical complaints and incident investigations locally in conjunction with operational Managers, Clinical leads, governance manager and quality team to ensure that they are handled in a responsive and constructive manner.
4. To undertake regular monitoring of the service and individuals by a regular process of audit and review including prescribing within the service. Provide support if required around appraisal and 1% clinical audits as per local arrangements and NHS Pathways license requirements across the IUC service.
5. Review and implement Practice Plus Group policies and local operational procedures for IUCS.
6. Ensure the clinical workforce is adequate in competence, compliant with training and accreditation requirements and sufficient in numbers to meet the contractual and other regulatory and professional quality requirements. Support the recruitment and retention of a high quality clinical workforce that meets the needs of the service currently and reflect its future demands. This will involve participation in recruitment events, in developing and amending job descriptions, short listing suitable candidates, interviewing using Practice Plus Group’s interview processes and carrying out inductions.
7. Overseeing induction and training of GP registrars within the service.
8. Deal with professional disciplinary issues relating to clinicians working in the service.
9. Provide annual professional appraisal for directly employed clinicians.
10. To work across local stakeholders and commissioners in order to develop more effective patient pathways, underpinned by high quality IUC services.
11. Professionally leading, managing and supporting the employed and contracted clinicians in the CAS and OOH service through regular group communication and meetings and the development of individual relationships.
12. Be the external facing clinical face of Practice Plus Group locally and generally nurture links with local health bodies, and local clinicians with the objective of securing the best possible local profile for the IUC service and for Practice Plus Group in general.
13. To work in conjunction with the Department of Health, commissioners and other service stakeholders on the development and maintenance of IUCS pathway systems. To attend meetings with these groups as required.
14. Work with the Commissioning Lead GP in establishing roles and responsibilities and terms of reference for the Quality Assurance / Clinical Advisory Group governance meetings. To attend these meetings and contract meetings in order to further the wider objectives of the IUC service, demonstrate its effectiveness, and realise its full potential.
15. To support local service delivery where required through participation in clinical sessions as agreed.
16. To work with the National 111 Medical Lead, National Medical Directors and local stakeholders on service developments including additional services into the IUCS and new IUC services.

**Additional Information:**

### **Relationships**

Working with the Medical Directors and local work with the IUCS operational and clinical leads (this is a nurse or paramedic), this post will involve extensive liaison with individuals, departments and other bodies both within and beyond the Practice Plus Group. The IUC Medical Lead will represent the service when dealing with such bodies as department of health, clinical commissioning groups, GP provider groups, acute and community NHS trusts, local GPs, other health professionals, allied professionals, patient representative groups, urgent care stakeholders and others. The IUC Medical Lead will lead the clinicians within the CAS as well as the North West London face to face service.

**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.

**Clinical Audit**

Working with the local and national clinical leadership teams including IUCS Clinical Leads, National 111 Medical Lead, Medical Directors, Practice Plus Group Medical Director and the Lead Nurse to ensure that the service is assured, that there is appropriate benchmarking across IUCS sites and that clinicians get appropriate feedback about their performance and that of the service.

**Clinical Work**

The Medical Lead for the IUC service is expected to work as a clinician within the service. This may include some weekend / out of hours and Bank Holiday working.

**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 business plan.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her 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 Practice Plus Group locations.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Other duties**

The post holder will be required to undertake any other duties according to the needs of the service. 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.

## Job Specification

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| **Criteria** | Essential | **Desirable** | **Comments** |
| **EDUCATION/**  **QUALIFICATIONS** | * Relevant Medical Qualifications as a general practitioner i.e. possession of a JCPTGP certificate of prescribed/equivalent experience, Article 5 or 11 certificate from the PMETB or a legitimate acquired right to practise. | * MRCGP * Other relevant Postgraduate Qualifications |  |
| **Other** | * Membership of an NHS Performers List with evidence of annual appraisal, Hepatitis B immunity. |  | (note all successful candidates will have a CRB clearance arranged via Practice Plus Group) |
| **SPECIALIST**  **SKILLS/**  **ABILITIES** | * Self-motivating, committed to personal development and able to support Practice Plus Group’s clinical workforce * Knowledge of Clinical Governance Principles * Excellent influencing and interpersonal skills * Ability to communicate effectively and sensitively at all levels * Good leadership skills | * Medical leadership experience within an organisation delivering healthcare * Educational Experience e.g. GP training, NHS Appraiser, Educational Supervisor * Adastra experience |  |
| **RELEVANT**  **EXPERIENCE** | * Substantial experience in Primary Care * Experience of working in unscheduled Primary Care * Experience of leading on Clinical Governance and using it to drive quality improvement | * Substantial experience as a GP * Experience in ED work * Experience of Clinical and Corporate Governance in an organisational setting * Experience in a training capacity ie GP trainer or other similar teaching background * Experience of responding to complaints and carrying out Duty of Candour | * Medical Leads IUCS will need relevant experience in order to command the respect of their peers * Experience of providing Medical Education is important for working with the Education and training Department |
| **KNOWLEDGE** | * Experience of measuring clinical performance * Awareness of Medico-legal issues with knowledge of GMC fitness to practise guidelines and NHS guidance and policies | * Detailed knowledge of Medico-legal issues with knowledge of GMC fitness to practise guidelines and NHS guidance and policies | * Medical Leads IUCS will be required to advise patient services and the management teams regarding complaints and related issues |
| **COMPETENCIES** | * Ability to work both independently and within a management or clinical team. * Ability to support colleagues in a training capacity | * Organise and facilitate/chair meetings * Able to conduct performance conversations with clinicians * Ability to work in a corporate manner | * Medical Leads IUCS will need to work closely with all colleagues, clinical and non-clinical. |
| **OTHER**  **REQUIREMENTS** | * Able to engage with the corporate strategy and directives and effectively communicate this to colleagues | * Good track record of work with local NHS and other medico –political organisations * Media awareness+/- training | * Medical Leads will be the local Clinical face of Practice Plus Group |