JOB DESCRIPTION

**Job Title:** Driver

**Reporting to:** Visiting Services Operations Supervisor

**Accountable to:** General Manager

**Hours of work:** To be worked flexibly as agreed.

### Organisation:

Practice Plus Group will be providing “Out of Hours” primary care to patients for Primary Care Trusts. Practice Plus Group provides primary care services to their patients outside normal surgery hours. This incorporates nurse advice, doctor advice, primary care centres and a home visiting service.

The “Out of Hours” period is deemed as being after 18.30pm to 08.00am the following morning on weekdays, and all day Saturday’s, Sunday’s and bank holidays.

Practice Plus Group also operates nurse led telephone advice services providing clinical advice, referral to appropriate providers and health service information to a population of approximately 3.7 million patients in most regions.

## Job Summary:

To chauffeur visiting clinicians to and from home visits/PCC sites within the Practice Plus Group operating area and also to assist in our PCCs as a receptionist. This is an essential service not an emergency service and therefore drivers do not have special priorities over other road users. Drivers must carry out all driving duties in a safe and legal manner ensuring that the vehicle is driven and passengers are carried in full compliance with current driving regulation and codes principally the Road Traffic Act and the Highway Code. A clean driving licence is preferred.

## Main Tasks:

1. To arrive in time to ensure that the allocated shift car is checked, prepared and serviceable, no later than the start of the shift time. This will include replacing ribbons and paper rolls used by the in car printer.
2. To ensure that any pre-shift car inspections, both external and internal, are carried out to check for any damage and lack of cleanliness. If anything is observed, then observations to be recorded in the car log book. Ensuring adequate fuel for the shift using designated petrol station.
3. Changing flat/damaged tyre and essential car bulbs when necessary. These actions should always be logged in the relevant log books.
4. To ensure that all necessary medical equipment and supplies are checked at the beginning of each shift. This includes checking the volume of prescriptions, doctor equipment, paperwork and envelopes for the relevant doctor’s/nurse’s bag. Also allocating an unused drug cassette and recording the drug cassette number in the correct log.
5. To ensure that personal shift times are correctly entered upon the personal time sheet and car log sheet (including breaks). When completing the other logbooks/checklists to ensure that all-relevant columns are correctly completed.
6. To ensure that all relevant existing guidelines and any subsequent verbal or written memoranda are adhered to.

7. To ensure that all home visits, subject to the visiting doctors’ priority of calls are carried out immediately and efficiently using the quickest and safest routes available, whilst adhering to all speed limits and other restrictions. It is essential that good map reading skills be maintained.

1. To ensure demonstration of good communications skills as each driver needs to liaise with doctors, drivers, co-ordinators, patients and management team.
2. To perform courtesy calls to patients to confirm arrival and patient data.
3. To enter information onto the car computer, at the visiting doctor’s request. If the computer system fails and the car needs to take details over the mobile telephone, the driver must take notes in a legible script.
4. To ensure that security is at the forefront of each shift. The drivers are responsible for the safety of the doctors whilst in the cars and if a doctor needs an escort to the front door of an address, drivers are required to provide this service. The car and its security are paramount and common sense must prevail.

12. To be pro-active where possible in identifying any potential dangers/problems when doctors are visiting in patients’ house, and to report these back to base.

1. Deliveries made upon request from Manager/Supervisor.

14. To liase with the Practice Plus Group Co-ordinator and keep him/her informed at all times of any problems that arise while on shift and to communicate hourly.

1. To attend meetings and training sessions when requested.
2. To drive other personnel (e.g. Social workers) within the organisation that come on line with the business development programme.
3. To report Breakdown/Accidents immediately to the On Call Manager/Supervisor and the relevant recovery service informed.
4. To deal correctly with Adastra calls with regard to transmission and the call types changed accordingly.
5. In the event of a cancellation of a shift by a doctor, drivers will be expected to participate in duties as designated by the On Call Supervisor/Manager.
6. This role would also include receptionist and administration duties at our Primary Care Centres.

### Additional Information:

### Hours of Work

Hours of work are negotiable to meet the service level requirements. However shift patterns will be between 3 - 6 hours during evenings, weekends and Bank Holidays. There may be restrictions on leave in certain busy periods. Staff will be expected to be available for work over the Bank Holiday periods.

**Confidentiality**

All information obtained in the course of the postholder’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.

The matter of confidentially covers all written and verbal information. Written details cover all produced paperwork and use of any computer systems used by Practice Plus Group. Each driver has access to the Adastra computer system using a personal password; this must not be published in written form or used verbally. Also each driver will have access to email as part of better communications between base and the cars. Each email is registered at base and the abuse of this system is a disciplinary matter.

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 postholder.

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

**Background**

The Primary Care Centres operate from various surgery/hospital sites.

The visiting service is managed from the Call Centre. We use Adastra ‘call management’ and TAS ‘nurse triage’ software.

All calls are voice recorded. We have a number of visiting service cars with on board computers and mobile phones and four Primary Care Centres (PCC’s) that are ‘out of hours’ surgeries.

Out of hours Call Handlers at the call centre who record basic patient information take patient calls. The call and information are then transferred to nurses who go through an assessment of the patient’s needs.

The outcomes of this ‘triage’ process can be either: home care advice only, a PCC visit, or a home visit by one of our mobile units, or a referral to another provider, i.e. A&E, 999, or to health visitors, district nurses, social services etc.

Referral information to the PCC’s and home visiting car is sent via computer communications to computers at these locations, and a print out is automatically provided to the on duty GP.

The drivers or PCC reception staff records the final result of the GP’s consultation onto their computer, which is then transmitted back to the call centre to end the call.

## PERSON SPECIFICATION

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| **Criteria** | Essential | **Desirable** |
| **EDUCATION/**  **QUALIFICATIONS** | * Good basic education |  |
| **SPECIALIST**  **SKILLS/**  **ABILITIES** | * Able to work effectively under pressure * Accuracy and attention to detail * Demonstrate an effective telephone manner |  |
| **RELEVANT**  **EXPERIENCE** | * Driving experience in an employment capacity |  |
| **KNOWLEDGE** | * Basic IT skills * Excellent road map reading skills * Compliance with current driving regulation and codes, principally the Road Traffic Act and the Highway Code |  |
| **COMPETENCIES** | * Ability to show initiative * Should be flexible in approach to ever changing demands |  |
| **OTHER**  **REQUIREMENTS** | * Full Driving Licence with no more than 3 points * Mature outlook with positive and professional attitude. |  |

### Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This form must be completed for each vacancy prior to advertising and forwarded to Human Resources, together with a copy of the job description, person specification and proposed advertisement. All 3 forms should accompany the Request to Recruit form.