



Associate Medical Director 041884

Job Pack
January 2021



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Interim Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

Linda Davidson
Interim Director of Workforce, NHS 24

Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

As Scotland's national telecare and telehealth organisation, we're at the forefront of pioneering new and innovative ways of working. It might surprise you to know that we're not just a phone service, we increasingly engage with people in Scotland through our websites, social media and webchat.

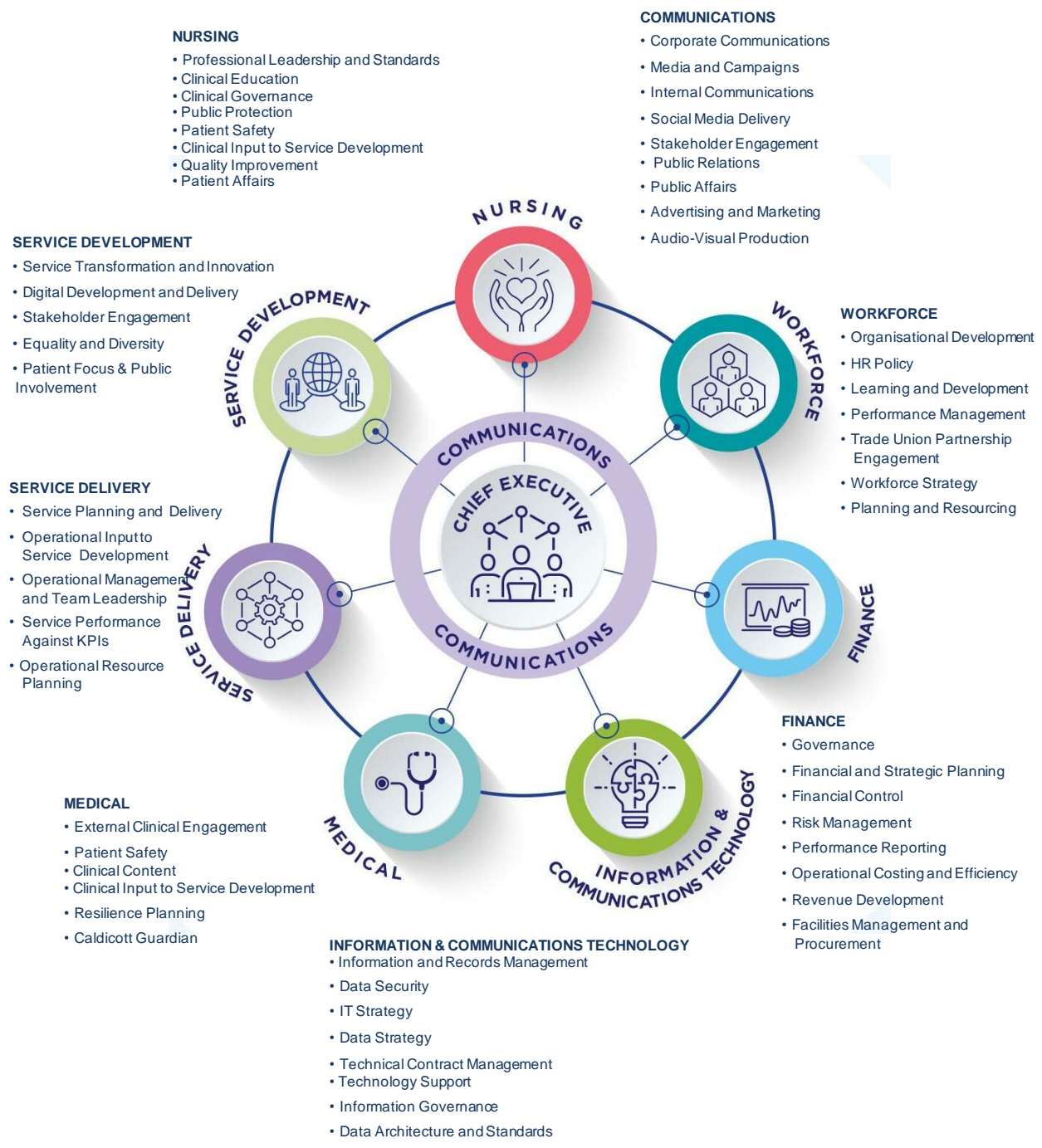
There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists, the diversity of our workforce reflects the constantly evolving needs of our patients.

As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

For example:

- People across Scotland can call NHS 24 using the free phone number 111. This gives people access to the help and advice they need when it cannot wait until their GP surgery reopens.
- NHS 24 works in close partnership with all Health Boards and the Scottish Ambulance Service to provide essential services to patients in need of urgent advice and care during the out-of-hours period when their GP surgery is closed.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.
- NHS 24 provides access to trusted health information and support through a range of different services, including NHS inform, Care Information Scotland, Breathing Space, Living Life and Quit Your Way Scotland. Some of these services are available to the public via a range of delivery channels, including the internet, over the telephone and web chat.
- NHS 24 delivers a national health preparedness campaign on behalf of NHSScotland called 'Be Health-Wise'. The campaign runs across the Easter and Festive periods.

Our Structure



Medical

The medical directorate provide senior clinical leadership and expertise to the full range of NHS 24 24 services, including Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

The directorate influences the development clinical models that are supported by quality improvement mechanisms to develop strategic objectives of NHS 24 and contribute to the wider strategic aims of health and social care across Scotland.

The safety and effectiveness of NHS 24 services is paramount, Medical expertise will be utilised to support patient safety and governance of NHS 24 services.

As a digitally enabled organisation, NHS 24 have an opportunity to support the development and delivery of digital services that will support the health and social care delivery. The medical directorate will provide medical expertise and work in collaboration with partners to maintain the clinical content of NHS Inform as well as shaping the digital vision of NHS 24.

The directorate provides out of hours on call cover to support incident management and provide medical leadership at times of service pressure.

Our Centres

We have six regional centres, four in the West, one in the East and one in the North of Scotland. We also have a number of local centres. This post can be based in one of our West of Scotland centres.

Lightyear, 9 Marchburn Drive, Glasgow Airport Business Park PA3 2SJ.



Getting There

By car

Travelling by car, you would take junction 29 westbound or junction 28 eastbound from the M8.

By Train

The nearest train station is Paisley Gilmour Street. The building is approximately 25 minutes' walk from the station.

Visit [Scotrail.co.uk](https://www.scotrail.co.uk) for train timetables.

[Click here](#) to view the walking route planner from the station to the building, on Google maps.



By Bus

There is a wide range of bus links to and around the Glasgow Airport Business Park from Buchanan Bus Station, Paisley Gilmour Street Train Station, and from Glasgow's West End and Braehead.

Some routes can be viewed on Glasgow Airport's website, in the section [To and From by Bus](#)

The site also offers a Bike Hub for staff who cycle to work.

Cardonald Regional Centre

Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB



The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park.

Cardonald has a dedicated railway station which is approximately a 10 minutes' walk from Caledonia House, providing regular services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station (8 minutes) at 30 minute intervals.

There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

West Regional Centre

5th Floor,
Golden Jubilee National Hospital
Beardmore Street
Clydebank
G81 4HX



The hospital is situated one mile from Clydebank Town Centre on the banks of the River Clyde on Beardmore Street and is part of a complex, which includes the Beardmore Hotel.

The area benefits from public transport via numerous bus routes and train service to Dalmuir. The hospital is in close proximity to the M8.



Lumina Building, Hillington Park

40 Ainsley Road
Hillington
Glasgow
G52 4RU

The Role –

Associate Medical Director

As Associate Medical Director you will utilise your medical expertise to provide clinical leadership throughout NHS 24 services. The role will support operational delivery and contribute to wider strategic planning and development.



Skills

Excellent communication skills are required to lead and articulate.

Strong leadership, influencing and change management skills, with a track record of leading people and teams across different disciplines and organisations and bringing them together to pursue a common goal.

The role will have significant freedom to act and engage with internal and external stakeholders to achieve personal, directorate and organisational objectives.

Qualifications

Member, Royal College of General Practitioners

Actively practicing healthcare professional with degree qualification and current registration with GMC.

Working patterns

40 hours per week, Monday to Friday with flexible arrangements and working from home available.

This Opportunity

| | |
|------------------------|---|
| Job Reference: | 041884 |
| Position Title: | Associate Medical Director |
| Hours: | 40hrs/week |
| Location: | Cardonald or any West of Scotland base is negotiable with working from home capability available. |
| Band: | Consultant |
| Job Type: | Permanent |
| Salary: | £84,984 - £112,925 plus management allowance, on-call and Availability Supplements |

WHO ARE YOU?

Someone who is enthusiastic, focused, professional, and has the ability to listen sensitively and communicate clearly and accurately.

A motivated individual with experience of working with a range of partners to deliver against key objectives.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at one of our West Regional Centres. The location and address of each centre is included within this pack.

This is an 'in hours' role for 40 hours per week, Monday to Friday.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on the Consultant pay scale £84,984 - £112,925 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

INTERESTED?

For an informal discussion, please contact Dr Laura Ryan, Medical Director at: Laura.Ryan@nhs24.scot.nhs.uk

Job Description

| | |
|--------------------------------|--|
| Job Title: | Associate Medical Director |
| Reporting To: | Medical Director |
| Department(s)/Location: | Glasgow but remote working as part of Covid-19 response |
| Salary: | Consultant scale, Management allowance, availability allowance |

1. JOB PURPOSE

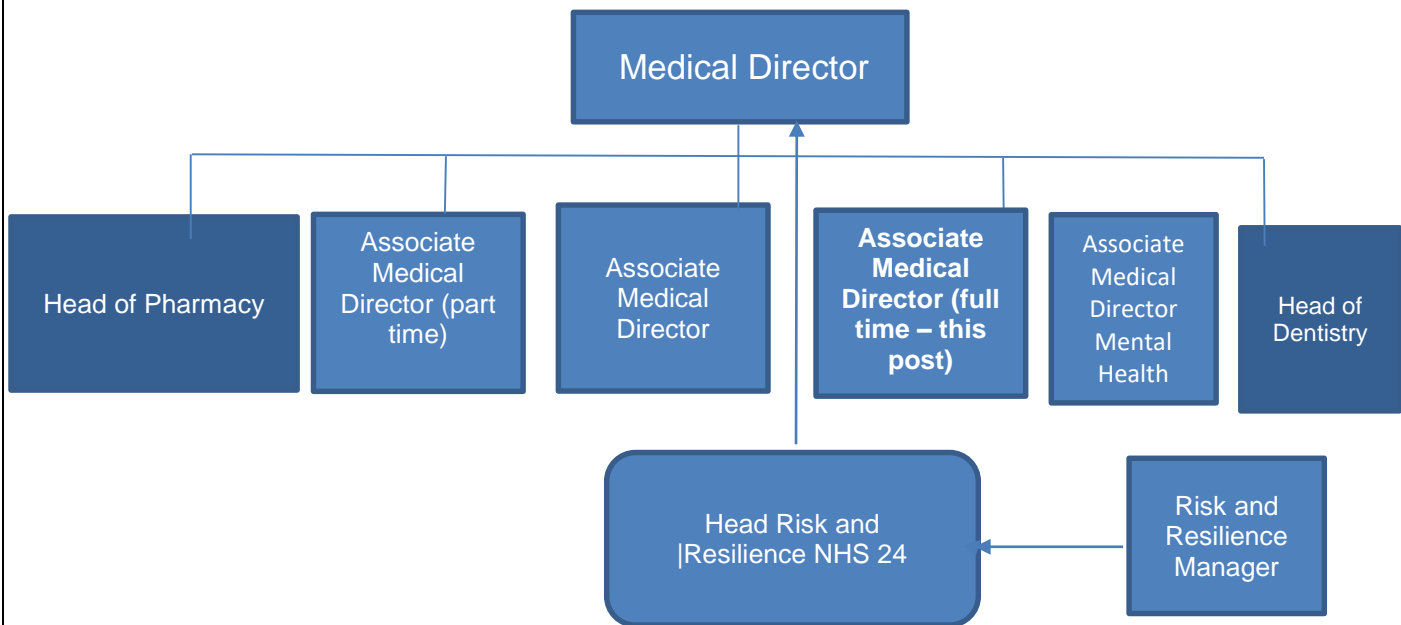
To provide NHS 24 with:

- Clinical leadership and expertise to the, NHS 24 111 service, Scheduled Care & Digitally delivered services delivered across 24 hours
- Influence the development and implementation of safe and effective clinical models and new ways of working with health and social care across Scotland including urgent care, digital health care and support a dynamic response to major incidents. This will include undertaking Tactical Command roles during a response.
- Medical expertise across the spectrum of clinical care underpinned by a broad and in depth knowledge of primary care, and health and social care at the interface of community and hospital care
- Current medical expertise interfacing with lead clinicians and stakeholders across Scotland, in health and social care settings.
- Medical expertise to support the governance of clinical content that will be used across all NHS 24 clinical services and channels. This will involve shaping and delivering the vision for digitally supported medical services and clinical decision support throughout the whole patient pathway and promoting the role NHS 24 could play.
- Digital knowledge to support development and delivery of NHS 24 input to the health and social care delivery strategy
- Support for the development of learning across the skillsets, bringing expertise in decision -making skills for clinical and non- clinical colleagues
- To promote innovation and champion the development of a data enabled culture that drives continuous improvement across NHS 24.
- To provide expert clinical overview to the design and development of digital-enabled change programmes strategies, plans and activity; to ensure they deliver safe, effective, evidence-based and accessible services and systems to meet the health and care knowledge and information needs of patients and clinicians.
- As Associate Medical Director you will be a senior medical advisor and be expected to support diverse aspects of clinical activity which will include equality of access, public health and wellbeing, quality management, audit, research, development and innovation. This list is not exhaustive.
- Strive to facilitate others' contributions and to share leadership, nurturing capability and continuing development of oneself and others in areas of practice.

- Represent the organisation at appropriate local, regional and national meetings.

There is a Medical on Call rota and the successful candidate will take part. This is done remotely.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

As NHS 24 is a national organization there is an expectation that the post holder will be expected to work across Scotland when required. Aspects of the role can be delivered remotely, others may require travel across Scotland. A significant part of the role is to work closely with senior staff across NHS 24 and beyond while consistently demonstrating the NHS values.

- Develop and sustain productive working relationships with all relevant stakeholders in the context of National Boards Collaboration and Health and Social Care Integration
- The Associate Medical Director role also supports development, evaluation and innovation of service development work including across Scotland.
- Leading with the Nursing Directorate on the formation and implementation of the clinical aspects of the NHS24 Strategy with an emphasis on delivering safe, effective person centered care, supporting and delivering upon service transformations and upon the delivery of digital care
- Leading the development and review of evidence based clinical standards
- Providing independent and unbiased clinical advice on any new models of care
- Providing professional leadership for all staff and being a bridge between the Board and clinical services and their staff
- Providing leadership through interpretation, and crucially support alignment between the organisation, its service aspirations and its staff,
- Providing leadership through external facing work particularly with other territorial and special Health Boards, integration authorities, and specifically with senior medical colleagues.
- Direct liaison with government and other professional bodies on clinical or operational management issues, these bodies may include Health Protection Scotland, Royal Colleges, trade unions, patient groups, etc.
- Leading upon the delivery of compassionate and communications and public facing messages for Scottish public
- Leading on areas such as clinical service development, digital healthcare delivery, NHS 24 contribution to public health and realistic care
- Designing and developing the new integrated digital services required for the improved quality and outcome of care

- Support the planning and response to NHS major incidents – including pandemic planning and response
- Provide clinical leadership to pandemic planning and response
- Develop the NHS 24 role in supporting national public health objectives

The Associate Medical Director will support the Medical Director in delivering the following functions including:

- Caldicott Guardian
- At times deputise on Executive Team and Committees
- Direct liaison with GMC, BMA, Royal Colleges including RCGP, CMO, Board Medical Directors, Clinical Directors including GP OOH and in hours primary care
- Attendance at relevant national external and internal groups
- Clinical education content development and validation
- Support organisational resilience
- Pandemic planning and response
- Emergency Medical/Resilience Planning
- Organisational approach to risk management and resilience
- Realistic Care
- Public health plan development and delivery
- Clinical leadership on digital development
- Complaints and adverse events

Where required, the Medical Directorate will support the Nursing & Care Directorate in the development and delivery of the following:

- Clinical Governance
- Patient Affairs and Patient Safety
- Quality and Improvement

4. MAIN DUTIES/RESPONSIBILITIES

Development

- Lead the review and development of NHS 24 clinical decision support and public facing content in all NHS 24 services and channels
- Support senior leaders across all directorates in NHS 24 to expand networks across Scotland and influence thinking on the use of digital services supported or provided by NHS 24.
- Expand the use of all digital channels across NHS 24's suite of services including but not limited to video consulting, digital imagery, webchat, sms, e-prescribing etc.
- Support new national models of care including the implementation of urgent care
- Engage and contribute to NHS 24 strategic objectives by providing understanding and analysis of NHS Scotland data and quality metrics used to support decision making.
- Support the implementation of the NHS 24 realistic medicine strategy
- Develop an NHS 24 public health strategy that aligns to national priorities
- Promote improvements which reflect national and international best practice and the most up to date research evidence
- Support and guide project and services in realizing benefit through clinical and business process change management

Governance

- Assist in delivering the national governance agenda in particular focusing on patient safety and best principles of medical practice.
- Promotion and collaboration on a Quality Improvement approach across and out with the organization
- Take an active role in information governance of patient records
- Review the management of complex patients and liaise with Boards regarding management plans when required.

- Investigate and provide expert input into the management of complex clinical incidents and complaints. This will require meetings with patients, relatives and their clinical teams on occasions
- Lead on clinical risk management and ensure alignment with organisational risk management processes.
- Ensure through clinical governance processes that all learning opportunities are taken and improvements implemented and measured as part of the Quality Improvement approach

Operational support

- Provide medical input as needed to the expansion of digital services provided by NHS 24
- Support to front line delivery at peak times i.e. Festive and Easter.
- Support the response to major incident (including pandemic) and disruptive incidents
- Provide on-call medical support
- Medical representative on NHS 24 daily tactical/senior management group.

Education

- Provide advice, when required, to the clinical education programme ensuring that educational materials are aligned to best medical practice and clinical standards and are appropriate for the triage environment, making recommendations that may arise from adverse events or from other activities.

5. SYSTEMS AND EQUIPMENT

- Standard keyboard skills
- Microsoft Word, Excel and PowerPoint

6. DECISIONS AND JUDGEMENTS

The post holder will be required to work autonomously and be able to exercise competent, safe and effective medical judgement in difficult and complex situations.

The Medical Director will agree and review your work plan, ensuring the role sits within the post holders knowledge and expertise. Formal assessment of objectives will be undertaken by the Medical Director with appraisal of work in line with Medical Director principles allowing for formal revalidation to be achieved by the GMC.

The post holder will have significant freedom to act and will engage with the approach internal and external stakeholders to achieve personal, directorate and organisational objectives.

7. COMMUNICATIONS AND RELATIONSHIPS

You will work closely on a daily basis with:

- Medical Director
- Associate Medical Directors
- Deputy Director of Nursing & Care
- Members of the Executive Management Team
- Associate Director of Operations and Nursing
- Head of Clinical Governance & Quality Improvement
- Head of Risk Management & Resilience
- Heads of Clinical Services
- Clinical Service Managers
- Regional Governance and Quality Leads

You will work regularly with:

- Non- Executive Directors
- Head of Pharmacy
- Head of Digital
- Head of Service Development
- Information Governance Manager
- Clinical Development Team
- Communications Team
- Stakeholder Engagement Team

You will also be expected to regularly engage with:

- Scottish Government
- General Practitioners
- Out of Hours Clinical Directors
- Hospital Consultants
- Royal Colleges
- Colleagues across the health services in Scotland
- Protection Health Scotland
- Integration Authorities

8. PHYSICAL DEMANDS OF THE JOB

Requirement to travel throughout Scotland. Frequent requirement of intense concentration for general clinical activities including audit.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Providing specialist clinical leadership and advice while ensuring that perspective is maintained while upholding the highest standard of patient safety.

Ensuring that clinical standards are maintained across a dispersed national organisation and across varied skillsets.

Balancing operational, developmental and clinical priorities to the benefit of the Scottish population as a whole while ensuring the needs of individuals are met.

Personal resilience and comfortable with a constantly changing and evolving environment and service

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- MRCGP
- Actively practicing healthcare professional with degree qualification and current registration with GMC.
- Extensive experience in delivering general practice services including OOH care
- Strong leadership, influencing and change management skills, with a track record of leading people and teams across different disciplines and organisations and bringing them together to pursue a common goal (e.g. healthcare professionals, academia, third sector, local authorities etc.).
- Active Involvement in major informatics intervention (such as deployment of an Electronic Patient Record system) to improve care quality within the last three years.
- Experience in delivery of written papers and proposals at Executive Management Team and Board Level.
- Demonstrable experience of working with clinical and corporate colleagues in different teams or parts of an organisation.
- Demonstrable achievement in a clinical leadership or management role in a relevant health or social care environment
- Knowledge and understanding of transformation and change theory in practice
- Demonstrable knowledge and understanding of delivering public health objectives

Recruitment Process

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Psychometric Testing** – candidates whose application passes shortlisting will be invited to complete a psychometric test via an external resource.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team at recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Regulated Work:

As this post is deemed regulated work, any successful candidates will be subject to clearance through Disclosure Scotland Protection of Vulnerable Groups (PVG)

APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Friday 12th February 2021**.

NHS 24 expect this vacancy to attract a high level of interest, therefore the advert may close prior to the advertised date. Candidates should submit their application at their earliest opportunity.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

*Candidates submitted via Recruitment Agencies will not be considered for this post.