National Services Scotland



**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
| Job Title: | Primary Care Clinical Informatics Lead - GP |
| Immediate Senior Officer/Line Manager: | NSS Chief Clinical Informatics Officer |
| Department(s): | Clinical Informatics Team |
| Strategic Business Unit (SBU): | Digital and Security (DaS) (Edinburgh or Glasgow office) |

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| **2. JOB PURPOSE** |
| The Digital and Security (DaS) Strategic Business Unit of NHS National Services Scotland (NSS) operates as a centre of excellence for digital, security, data and technology in Scotland, DaS aims to work collaboratively with our public sector partners to identify and deliver trusted and secure digital solutions to help us all achieve the ambitions for health and social care in Scotland.  The Clinical Informatics Team within DaS provides a professional clinical advisory service, enhancing individual, population and health outcomes by analysing, designing, implementing, reviewing and evaluating clinical systems.  The post-holder will be a key member of the NSS Clinical Informatics Team and will provide leadership and coordination in clinical informatics/eHealth in relation to primary care.  As a Clinical Information and Clinical Safety Officer you will play a critical role in enhancing the clinical safety of a range of IT solutions being developed/supported by the Digital & Security Business Unit. You will be a key player in the development of a number of clinical safety cases to enhance the clinical assurance on key systems in Scotland. You will liaise and working closely with the clinical informatics team and other teams across the DaS SBU, NSS and other organisations. |

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| **3. DIMENSIONS** |  |
| The post-holder will support the NSS Chief Clinical Informatics Officer (CCIO) to develop a new service model for ‘Clinical Informatics as a Service’, available to NSS, Scottish Government, PHS, Boards and other stakeholders.  The post-holder will be responsible for line management of personnel who provide a sessional commitment to a new bank of clinical informaticians.  Effective stakeholder engagement both internal and external to NSS in relation to primary care.  Active contribution to the development of Clinical Safety Cases and working with the rest of the team to further embed a culture of clinical safety in the full scope of the work of the business unit. | |

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| **ORGANISATIONAL CHART**  Digital and Security Strategic Business Unit in NSS:    The post holder will be professionally and operationally accountable to, and provide support, to the NSS Chief Clinical Informatics Officer**.** |

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| **5. ROLE OF THE DEPARTMENT** |
| The role of the Digital & Security SBU is to support the NHS Scotland national eHealth agenda through the effective delivery of IM&T products and specialist services that will enable clinical process and efficiency improvements across Scotland. The core remit is focused on the management and delivery of IM&T services focused on the development and enablement of national level business and clinical capabilities. This includes the delivery of IM&T services, systems, data and contracts which enable cross-Board/ boundary integration, workflow, information sharing, cost efficiency realisation and collaboration.  Digital & Security SBU has of the order of 350 staff, approximately 260 based in Edinburgh and 90 based in Glasgow where national level software application products are developed, maintained and supported. Digital & Security SBU is currently involved in over 50 projects and programmes in support of eHealth across NHS Scotland.   * The vision of the organisation is ‘To be valued as a trusted, integral IT services partner’ * The mission of the organisation is ‘To deliver high value national and specialist IT services which maximise health and financial impact’ * The purpose of the organisation is ‘To provide high value shared services, enable national level IM&T capabilities and cross- Board/ boundary collaboration’   Digital & Security SBU works in partnership with a wide range of organisations – NSS, NHS Scotland NHS Boards, Hospitals, Primary Care Practitioners, Community Health Partnerships, Local Authorities, Scottish Government Directorates, Other UK eHealth agencies, and major IM&T product and service providers operating in the Scottish public sector. |

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| **6. KEY RESULT AREAS** |
| 1. Development of a new service model for providing primary care clinical informatics advice to NSS, Scottish Government, PHS, Boards and other stakeholders 2. Co-ordinating demand management of requests for primary care clinical informatics input, including prioritisation and allocation 3. Conducting performance reviews for personnel who provide sessional commitments to the bank of clinical informaticians 4. Providing expert advice on all aspects of eHealth in primary care 5. Actively contribute to the development of required clinical safety cases 6. Deputise for the NSS Chief Clinical Informatics Officer, as required and appropriate 7. Other clinical informatics duties as directed by the NSS Chief Clinical Informatics Officer. |

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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| The NSS Chief Clinical Informatics Officer will undertake evaluation of results and objectives.  The postholder will participate in the formal medical appraisal scheme and GMC revalidation.  The postholder will have an agreed personal development plan which supports the maintenance of the knowledge, skills, behaviours and values required. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** Internal  * NSS Chief Clinical Informatics Officer * Other members of the NSS Clinical Informatics Team * Bank of Clinical Informaticians * Other pillars within DaS * Deputy Medical Director, Clinical Directorate, NSS   **External**   * Primary Care leads within Scottish Government Health and Social Care Directorate * HSCP Medical Directors, NHS Board Primary Care Leads and heads of other partner organisations such as Public Health Scotland, Healthcare Improvement Scotland, NHS Education Scotland, as appropriate to scope of the role * RCGP * SCGP |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Establishing and maintaining credibility and influence amongst the primary care community across Scotland.  Effectively managing and prioritizing workload in a complex and changing environment.  Coping with both the rapid speed of change in some aspects the primary care environment and the frustration of inertia in others.  Understanding and operating within the complex nature and position of NHS NSS in supporting the delivery of Scotland’s health and care.  Providing and evidencing increased quality of service against a background of decreased resource. |

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| **10. SYSTEMS** |
| Champion the use of latest technology to support reform in primary care.  The post-holder is required to have a sound knowledge of systems used in primary care in Scotland. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| **Mental Effort:**  Strong element of unpredictability in working day. The ability to make sound judgements, deal with unpredictable interruptions and meet deadlines, using own initiative. Requirement for post-holder to change from one task to another, prioritising effectively and adjusting plans  Substantial mental effort required in terms of problem solving, juggling demands, and negotiating and influencing senior, Executive level customers in respect of competing priorities  Sustained concentration, 2-3 hours at a time required to create and review complex data and reports.  Frequently required to work to tight deadlines.  Occasional requirement to develop, deliver and debate presentations to senior management and professionals.  Ability to quickly assess customer requirements and mentally associate these with current or emerging information methodologies.  **Emotional effort:**  Frequent exposure to strongly held, conflicting stakeholder views and resistance to change. Required to deal with these with skill and diplomacy to build rapport and gain co-operation and compliance.  Required to handle and resolve conflict and challenging behaviour during meetings or discussions, especially where these are related to service development or strategic matters. |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| **Physical Effort:**  Frequent requirement for sitting at a key board e.g. 2-3 hours at a time (with appropriate breaks).  Requirement to carry heavy equipment to internal and external meetings (e.g. laptop and/or projector).  Frequent travel required which may include driving between 2 and 3 hours; also travel by train and by air |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  **Essential**   * Registered medical practitioner licensed to practice in the UK, included in the GP register of the GMC and with a minimum of 5 years experience in General (Medical) Practice * Experience of chairing and working with multidisciplinary groups and forums * Experience of influencing and negotiation * Politically astute * Developing effective customer relationships and working in an environment where customer engagement is a key focus * Excellent communication skills, including the ability to simplify and communicate complexity, and the maturity to operate at all levels within NHS, and other care service providers   **Desirable**   * Fellow or preparing for Fellowship of the UK Faculty of Clinical Informatics * Member or Fellow of Royal College of General Practitioners * Postgraduate qualification in clinical informatics or related qualification * Trained Clinical Safety Officer * Experience of statistical and data science concepts and their application in clinical care |

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| **14. JOB DESCRIPTION AGREEMENT** |  |
| Job Holder’s Signature: | Date: |
| Head of Department Signature: | Date: |
| HR Representative’s Signature: | Date: |