**NHS TAYSIDE PRIMARY CARE**

**Job Description**

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| 1. **JOB DETAILS**
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| **Job Title:** | **Clinical Director for Out of Hours Service** |
| **Accountability:** | Operations Medical Director, Primary Care |
| **Grade:** | Consultant |
| **Location:** | NHS Tayside Out of Hours Service |
| **Salary:** | £128,841 (per annum pro rata)4 Sessions per week – Job Share can be considered |
| 1. **MAIN DUTIES AND RESPONSIBLITIES**

NHS Tayside is seeking a committed and innovative Clinical Director for the Out of Hours (OOH) Service, to ensure the quality of care provided by the OOH Service to the patients of Tayside remains a reliable high standard. This involves working with wider NHST Primary and Secondary Care medical teams, NHS 24, management and the entire OOHS Multidisciplinary Team – both In and Out of Hours. The Clinical Director also works with the national OOH Operations group and supports the OOH Service Manager with national and Scottish Government issues when appropriate.The Clinical Director will work regular management sessions from the OOH Base in Kings Cross Dundee In Hours, and also work regularly clinically Out of Hours.Ensuring patient safety, clinical effectiveness and person centred care are key elements to the role. These are achieved by communicating regularly with the medical team, responding promptly to patient feedback, supporting GPs through patient complaints, and responding appropriately to Datixes. The Clinical Director supports regular SEA and learning events. Service risks are thus identified and mitigated against.The Clinical Director leads and works with the Clinical Leadership team. OOH work streams are identified and the Clinical Director empowers and supports the Clinical Lead GPs to lead on agreed pieces of work with regular reviews. The clinical lead team meets weekly. The Clinical Director thus leads and supports all the Medical Staff, ensuring appropriate professional development is undertaken, job plans completed, and any areas of concern are addressed. The Clinical Director works closely with the OOH Service Manager and the OOH Management Team to ensure effective delivery of all directorate responsibilities, including the delivery of a full range of the Clinical Governance Group responsibilities. |

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| 1. **ORGANIGRAM**

**Dr David Shaw****Operational Medical Director**OOH Service Manager**Deborah McGill**Interim Clinical Director **This Post** **Senior Nurse Urgent & Unscheduled Care****Primary Care**Catherine Carrie**Clinical Leads**Dr Shawkat Hasan1 x Vacancy**Primary Care Manager****Salaried Services**Carolyn ThompsonANPs**Operations Manager**Graeme DunnOut of Hours GPsSenior Primary Care NursesTeam LeadersHCSWDispatchers ReceptionistsAdmin StaffDrivers Denotes no line management responsibility.  |
| 1. **ROLE AND DIMENSION OF THE OUT OF HOURS SERVICE**

NHS Tayside OOH Service provides healthcare for approx 416,000 residents of Tayside and North East Fife managing urgent and unscheduled primary care, from 6pm-8am weekdays and 24 hours a day at weekends and Public Holidays, covering 70% of the week. The OOHS is again required to support PLT- GP Practices’ supported Leaning Time.The OOH service is currently a GP lead service. It operates from the Dundee and Perth centres, and is ably supported by an expanding Multi Disciplinary Team of Advanced Nurse Practitioners, Paramedic Practitioners, ST3 GP, Health Care Support Workers, Team Leaders, Hub and Reception Staff, and Drivers. The current GP workforce is a mix of salaried and sessional GPs, with approximately 72% of GP shifts filled by salaried GPs.To provide operational service deliveryBudget : £5.7 million |
| 1. **ROLE OF THE CLINICAL DIRECTOR**

**Clinical Management*** Responsible for undertaking regular shifts working in the Out of Hours period providing the clinical service and leadership to the OOH team.
* Responsible for clinical governance across the service
* Responsible for the management of the GPs working in the service
* Line manager of Clinical Leads and responsible for their performance
* Participate in regular meetings with Clinical Leads, Management and GPs working in the service
* Responsible for the Performance Management of all GPs working in the service, including audit, management of complaints, incidents and conflict resolution
* Ensure the dissemination of learning from complaints, incidents, SEAs and patient experience/feedback to all GPs and other clinical staff working in the service.
* Work with HR colleagues on relevant matters
* Provide advice in relation to clinical service issues to Senior Managers within the organisation as required
* Actively participate in meetings at local service level, organisationally and regionally relating to the GP out of Hours service.

**Service Development*** Lead for interface issues within unscheduled care pathways, working closely with all relevant services including Emergency Medicine, Paediatrics, Acute Receiving Unit
* Provide a medical perspective on protocols/pathways related to service improvements within the GP Out of Hours at local and regional level
* Contribute to the work relating to medical capacity and demand within the service and actively participate in discussions about service change
* Lead the medical aspects of service change within GP out of Hours, and contribute to the implementation of required multi-disciplinary change.
* Work with the OOH Service Manager on the strategic vision relating to service delivery models in response to population needs.

**Finance*** Work closely with the OOH Service Manager in relation to any changes in medical service provision and budgetary considerations to ensure safe patient care at all times
* Contribute to discussions relating to budgetary controls and their management in relation to medical workforce.

**Governance and Professional Practice Standards*** The OOH CD is Governance Lead for GP Out of Hours with responsibility for chairing the GP Out of Hours Governance Forum.
* Work closely with the OOH Service Manager, Primary Care Team Manager, Clinical Lead, Clinical Service Managers, other Medical staff in NHS Tayside to ensure effective clinical governance.
* Responsible for complaints investigation and resolution, incident reporting, investigation and follow-up, and audit of GPs when appropriate. Management of complaints aiming for local resolution, and by face to face meetings with relatives when appropriate to resolve complaints and follow up meeting with patients and families related to incidents.
* Actively participate in risk assessment and management for the service and monthly

review of risk register, with dissemination to GPs on how to reduce risks.* Actively work with the Pharmacy team in medicines management for the OOH service, and liaise regularly with primary care lead pharmacists. Actively participate in regular regional governance meetings with other GP OOH providers to share governance and best practice issues and find solutions.
* Provide advice to GPs and Senior Managers on the application of existing and new standards and guidelines and how to implement within GP OOH as applicable.
* Work with relevant managers and colleagues on implementation plans to address issues highlighted by any audits/reviews – e.g. SAERs, and Child Protection issues, Have overall responsibility for ensuring effective job planning is in place and support GPs to undertake appraisals- e.g. facilitate MSF, Patient feedback questionnaires and the discussion of SEAs.

**Education and Research*** Coordinate training activities provided for clinicians within the GP OOH service.
* Responsible for ensuring all GPs are supported to regularly learns train and develop
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| 1. **ASSIGNMENT AND REVIEW OF WORK**

The postholder has a high degree of autonomy to work within broad direction andguidelines, as agreed with the Primary Care Operational Medical Director and the OOH Service Manager. The responsibility of providing professional advice to the Directorateon medical issues falls to the postholder.Review of performance in the post is undertaken through the agreement of performance objectives and individual performance and this is undertaken with the Primary Care Operational Medical Director. |
| 1. **QUALIFICATIONS AND EXPERIENCE**

The postholder should be medically qualified, registered with the generalMedical Council and have been a GP on the performers list for a minimum of ten years , with a minimum of three years clinical management experience in the NHS or similar organisation. The postholder should have high credibility within the medical profession, excellentinterpersonal skills, the ability to think strategically, good influencing and negotiating skills, good medical presence and be adept at managing change.The postholder should demonstrate the following competencies:***Qualifications / Knowledge and Experience Specified for the Post**** A minimum of ten years proven record as a principal or locum in General Practice.
* Excellent communication, interpersonal and leadership skills.
* IT skills essential.
* Previous experience of Out of Hours Services.
* Experience in leadership is essential.
* Supervisory, mentorship and coaching skills.
* Previous experience of clinical governance and audit processes.
* The postholder requires to demonstrate a high level of competence in the critical leadership behaviours identified as crucial to achieving success within NHS Scotland, i.e. · Working in Partnership.
	+ Learning and Development
	+ Caring for Staff
	+ Improving Performance through Team working
	+ Communicating Effectively
	+ Improving Quality
	+ Achieving Results
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| 1. **TERMS AND CONDITIONS OF SERVICE**

A job plan will be developed and reviewed on an agreed basis with the Primary Care Operational Medical Director.This post is subject to the national terms and conditions for Hospital Medical and Dental Staff and Doctors and Dentists in Public Health Medicine and Community Health Services. |
| 1. **HEALTH AND SAFETY, RISK MANAGEMENT AND DATA PROTECTION**

The post-holder will be required to adhere to and comply with all NHS Tayside induction, health and safety, risk management, data protection, confidentiality and IT security procedures. |
| 1. **FURTHER INFORMATION AND APPLICATION**

Informal enquiries are welcome and should be directed to Dr Jane Bruce, Interim Clinical Director, Out of Hours Service, Jane.Bruce2@nhs.scot |
| 1. **JOB DESCRIPTION AGREEMENT**
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| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |