

JOB DESCRIPTION

JOB DETAILS	
Job Title	Salaried GP Care Co-ordination Hub (SPoA)
Reports to	Clinical Lead Acute Medicine Cluster Manager – Operational
Band	GP Pay Banding - depending on experience
Department/Directorate	Acute Medicine

JOB PURPOSE
<p>The Care Co-ordination Hub works closely with specialists across the Royal Devon to provide person-centred care to our patients.</p> <p>The postholder will work as part of a multi-disciplinary team reviewing referrals. The postholder will work with primary and secondary care to seek alternatives to admission into the hospital. This will involve liaising with GPs and UCR's to action appropriate support within the Community.</p> <p>The Senior Medical Clinician will provide medical advice and decision making regarding the most appropriate care setting. If the patient is required to attend the site, the senior medical clinician can request appropriate investigations and interventions in advance of arrival to expedite triage and delivery of hospital care. The Senior Medical Clinician will also be the route for admission to the Virtual Ward.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>As this is a brand new role the exact duties will likely evolve with the post. This role would be perfect for a GP looking to diversify and expand their clinical experience within a multi-disciplinary team.</p> <p>The Hub is set up to utilise highly experienced clinicians from the Medicine and Community divisions to ensure co-ordinated care which meets patients' needs in a timely fashion. These clinicians should have oversight of their area's capacity available to accept new patients. The Hub aims to work with the services to bring about the best outcomes for patients. When the referral is received from the Hub, a senior clinician will assess which, if any, alternative services are appropriate for that patient, and then direct the referral to the appropriate specialist in the Hub. The specialist clinician will then manage the referral to that service. If attendance to the acute site is necessary, the Hub also aims to streamline care at the point of admission by formulating a plan for investigations and interventions and ordering appropriate tests via the Electronic Patient Record (Epic). This should facilitate rapid triage and assessment upon arrival to hospital and ensure timely care and an improved patient journey.</p> <p>Services will be integrated into the model to ensure seamless joined-up care between specialties. This therefore aims to reduce hospital attendances.</p> <p>Aims</p> <ul style="list-style-type: none"> • Patients will benefit by accessing senior clinical advice, better utilisation of ambulatory services, UCR, Community Nursing and admission to Virtual Ward. • Patients will access services which are most appropriate to their needs, and care will be overseen and co-ordinated, improving access and timeliness. • The hospital will benefit from reduced unnecessary attendances. • The hospital will benefit from greater collaboration between acute and community services.

KEY WORKING RELATIONSHIPS

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Consultants.• Specialist registrars.• Junior Doctor Colleagues.• All members of the multi-disciplinary team across the Trust.• Pharmacists.	<ul style="list-style-type: none">• Patients, carers and relatives.• Partner organisations• Other Trusts.

OTHER RESPONSIBILITIES

- Take part in regular performance appraisal.
- Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- Contribute to and work within a safe working environment
- You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection
- As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.
- You must also take responsibility for your workplace health and wellbeing:
 - When required, gain support from Occupational Health, Human Resources or other sources.
 - Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
 - Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
 - Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Salaried GP – Care Co-ordination Hub
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Requirements	Essential	Desirable
QUALIFICATION/SPECIAL TRAINING <ul style="list-style-type: none"> Registration with GMC. Experience as a practising GP Experience of working across organisational boundaries in a collaborative way. Experience in building and managing internal and external stakeholder relationships. Excellent communication, engagement and interpersonal skills 	✓ ✓ ✓ ✓	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Manages the difficulties of dealing with complexity and uncertainty in the care of patients; employing expertise and clinical decision-making skills of a senior and independent/ autonomous practitioner Critically reflects on own competence, understands own limits, and seeks help when required. Communicates effectively and is able to share decision - making with patients, relatives and carers; treats patients as individuals, promoting a person -centred approach to their care, including self - management. Collaborates with multidisciplinary and interprofessional teams to manage risk and issues across organisations and settings, with respect for and recognition of the roles of other health professionals. Engages with relevant stakeholders to develop and implement robust governance systems and systematic documentation processes Can act as a role model, educator, supervisor, coach or mentor for medical and non-medical practitioners. 	✓ ✓ ✓ ✓ ✓	✓
EXPERIENCE <ul style="list-style-type: none"> Responding to medical problems presented by patients, including history taking, examination, investigation, diagnosis, treatment and referral where appropriate. Providing appropriate preventative health care and advice within the context of primary health care, attending meetings as may be necessary for your duties. Planning and organising. Decision making and influencing. Demonstrates ability to challenge others, escalating concerns when necessary. Collaborating with multidisciplinary and interprofessional teams to manage risk and issues across organisations and settings, with respect for and recognition of the roles of other health professionals 	✓ ✓ ✓ ✓ ✓ ✓	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Compassionate. Ownership, personal responsibility and accountability - for delivering commitments. Keeps up-to-date with current research and best practice in the individual's specific area of practice, through appropriate continuing professional development activities and their own independent study and reflection. Honest. Flexibility and ability to think "outside the box". 	✓ ✓ ✓ ✓ ✓	

<ul style="list-style-type: none"> Develops effective relationships across teams and contributes to work and success of these teams – promotes and participates in both multidisciplinary and interprofessional team working 	✓	
OTHER REQUIREMENTS <ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. 	✓ ✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y			✓	
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	Y		✓		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y			✓	
Emotional Effort	Y			✓	
Working in isolation	N				
Challenging behaviour	Y			✓	