

JOB DESCRIPTION

- JOB TITLE:** Lead GP (or potential Job Share)
- RESPONSIBLE TO:** Deputy Medical Director -
(Will work closely with the Practice Manager on a day-to-day basis)
- LOCATION(S):** Based at Charlotte Keel Health Centre. The post holder(s) will be expected to work / attend meetings at additional sites as needed

Job Context

BrisDoc currently operates 3 types of services:

- (1) **Urgent Care services:** We provide 111 and GP Out of Hours (Sevenside) across Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices. This service operates when the patient's normal GP surgery is closed.
- (2) **Primary Care daytime services:** We run three GP Practices: (a) Broadmead Medical Centre, a registered GP Practice, located in Boots Chemist (Bristol City Centre) which also has a nurse-led walk-in service; (b) Charlotte Keel Health Centre and the (c) Bristol Homeless Health Service.

Charlotte Keel Health Centre is forward-looking practice, in a purpose built health centre with a diverse patient population 17,000 people.

Lead GP Job Summary

This post holder(s) will be responsible for leading the team at Charlotte Keel Health Centre to deliver safe and effective general medical services to registered patients.

This includes directly leading and line managing the team of GPs and Lead Nurse.

You will liaise closely with the Lead Nurse and the Practice Manager, who in turn lead the nursing and operational teams.

The post holder will work closely with the Executive team and senior managers around Human Resources and Finance and on the development of BrisDoc's primary care portfolio.

The post holder will also work closely with the PCN, Locality and local CCG (Bristol, North Somerset, South Gloucestershire).

The Charlotte Keel Health Centre service is commissioned by NHSE and provided by BrisDoc Healthcare Services.

The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive.

At all times the post holder(s) must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Lead GP Main duties and responsibilities:

The post holder(s) will be responsible for:

Professional leadership, development and management

- To lead the clinical service and its development as set out in the contract provided by the commissioners, working closely with the wider BrisDoc teams and stakeholders, which will include CCG clinical leads
- To line manage all salaried GPs and the Lead Nurse. This includes:
 - Effectively communicating with clinical team and leading regular team meetings
 - Maintaining adequate resourcing levels, in liaison with the Practice Manager
 - Recruitment, selection and induction of new team members in line with BrisDoc's Recruitment & Selection and Induction Policies
 - Performing annual Performance & Development Reviews (in line with policy) for the GP s and Lead Nurse ensuring objectives are achieved, and actively supporting the team in ongoing training and development
 - Managing GP team and Lead Nurse absence, performance, and conduct in partnership with HR Department and in line with formal policies
 - Ensuring GPs and Lead Nurse are up to date with their statutory and mandatory training in liaison with the HR Department
 - In liaison with the Practice Manager, to ensure that the GP clinical rota is covered and to help manage contingency arrangements when needed
 - To be, or work closely with, the CQC Registered Manager with the Practice Manager and Governance Team to prepare for CQC inspections and respond to any improvements that may be recommended by CQC
 - Be responsible for ensuring the service provided by Charlotte Keel Health Centre is consistently safe, caring, effective, responsive to people's needs and well-led.

Clinical Governance

The post holder(s) will be a member of the BrisDoc Clinical & Service Governance Board.

Responsibilities for this include working with the Practice Lead Team to:

- Ensure ongoing clinical compliance of the Charlotte Keel clinical team in line with standards of best practice
- Development and leading a clinical audit programme in the Practice that reviews clinical practice and outcomes in relation to best practice guidelines and standards, and that provides all clinicians with the opportunity to participate in an audit project to support appraisal and revalidation. Leading and participating in the clinical audit of GP/nurse consultations via Peer Review and providing feedback / taking action where and when necessary as directed by the Medical Director.
- Ensure the clinical team are responding to clinical audit feedback and taking full advantage of the learning support offered through this process
- Overall taking responsibility to ensure that the clinical team are functioning at a good clinical standard
- In partnership with the Practice Manager, participating in the managing of clinical complaints/incidents
- To be, or support, the Charlotte Keel Safeguarding Lead for children and vulnerable adults

Development of future clinical roles in Charlotte Keel Medical Practice

- Strategically developing the role of GPs/nursing staff within Charlotte Keel Clinical Workforce Model working with the Practice Management Team to formulate strategic plans in line with developments in Charlotte Keel service provision both nationally and locally
- Development of the clinical skills mix in the service as part of strategic workforce

planning

Clinical Duties

- Range of general practice consultations- telephone, face to face, including home visits, urgent and non-urgent appointments for registered patients.
- Overseeing and participating in the clinical management of QOF, KPI and commissioning targets for the surgery
- To work co-operatively with other clinical providers which may include outreach clinics and shared care services.
- Participate in on-call rota

Quality Standards and QOF

- Identify and implement appropriate improvements to quality standards and practice procedures.
- Leading the clinical team to ensure QOF / KPI / commissioning targets are met.
- Lead and participate in regular multidisciplinary team meetings.
- Liaison with third sector agencies providing services to minority and hard to reach groups.
- Participate in audit of clinical and patient services.
- Participate in further development of the service.
- Engagement in the locality and commissioning.

Teaching and Training

- Involvement in teaching of medical students, student nurses, pharmacists and other health professionals attached to the practice.
- Assisting the practice in maintaining GP training status.

Primary Care Development

- Alongside the Deputy Medical Director and other senior staff, participate in BrisDoc discussions, plans, future bids and strategic developments in Primary Care.
- Actively participate in our local PCN and locality meetings and related activities as required.

IT Development

- Engage and support the practice in implementing national directives over digital first access and other digital workstreams.

Other

- Attend meetings as may be decided by a Director or Deputy Medical Director.
- Where appropriate, ensure relevant documentation is kept of any meetings (including meetings with team members) and if applicable, shared with persons responsible.
- Ensure effective channels of communications are maintained with and between all team members including GPs, Practice Nurses, Admin staff, attached staff and others who occupy or visit the Practice.

JOB TITLE: Salaried General Practitioner

RESPONSIBLE TO: Lead GP

LOCATION(S): Primarily based at Charlotte Keel Health Centre. Occasionally may be expected to work / attend meetings at additional sites

Salaried GP Job Summary

The post-holder will manage a caseload and deal with a wide range of health needs in a primary care setting, ensuring the highest standards of care for all registered and temporary patients.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Salaried GP Main duties and responsibilities:

Clinical responsibilities

- In accordance with the practice timetable, as agreed, the post-holder will be available to undertake a proportionate share of a variety of duties including surgery consultations, telephone consultations and queries, triage, visiting patients at home, checking and signing repeat prescriptions and dealing with queries, paperwork and correspondence in a timely fashion
- Making professional, autonomous decisions in relation to presenting problems, whether self-referred or referred from other health care workers within the organisation
- Assessing the health care needs of patients with undifferentiated and undiagnosed problems
- Screening patients for disease risk factors and early signs of illness
- In consultation with patients and in line with current practice disease management protocols, developing care plans for health
- Providing counselling and health education
- Admitting or discharging patients to and from the caseload and referring to other care providers as appropriate
- Recording clear and contemporaneous consultation notes to agreed standards
- Collecting data for audit purposes
- Compiling and issuing computer-generated acute and repeat prescriptions (avoiding hand-written prescriptions whenever possible)
- Prescribing in accordance with the practice prescribing formulary (or generically) whenever this is clinically appropriate
- In general the post-holder will be expected to undertake all the normal duties and responsibilities associated with a GP working within primary care.

Other responsibilities within the organisation

- Specific responsibility for agreed clinical areas; Lead GP will discuss and allocate
- Awareness of and compliance with all relevant practice policies/guidelines, e.g. prescribing, confidentiality, data protection, health and safety
- A commitment to life-long learning and audit to ensure evidence-based best practice
- Contributing to evaluation/audit and clinical standard setting within the organisation
- Contributing to the development of computer-based patient records
- Contributing to the summarising of patient records and read-coding patient data
- Attending training and events organised by the practice or other agencies, where appropriate.
- Be a member of the clinical team, attend clinical, education or business meetings and other meetings as appropriate and maintain close personal working relationships

BOTH ROLES:

General Duties

- **The Post holder(s) may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- Contribute to the Improved Access and Extended hours provision in a fair share proportion (including weekday mornings and evenings, Saturday mornings or other as directed by the CCG/NHSE).
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

Flexibility: This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality: Under the Data Protection Act 2018 (alongside the General Data Protection Regulations), the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity: The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety: Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

Infection Prevention and Control: It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

Safeguarding: To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc 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. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

Smoking: Smoking will not be tolerated inside any BrisDoc building and vehicle.

Environment: The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act: This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

PERSON SPECIFICATION

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Full registration with the GMC	Essential	Application and Interview
Higher post graduate membership, for example, MRCGP/nMRCGP, MRCP, DRCOG, DCH	Desirable	Application and Interview
Fully trained GP with JCTGP Vocational Training Certificate	Essential	Application and Interview
Family Planning Certificate	Desirable	Application and Interview
Alcohol and Substance abuse training	Desirable	Application and Interview
Relevant management qualification	Desirable	Application and Interview
<i>For Lead GP</i> - Interest in IT and digital innovation	Desirable	Application and Interview
A specialist interest in e.g. Chronic disease management	Desirable	Application and Interview
Evidence of consolidation of professional training, for example, able to demonstrate particular areas of interest or further study	Essential	Application and Interview
GP trainer	Desirable	Interview
Experience of working with Black and Minority Ethnic (BME) communities and hard to reach groups	Desirable	Application and Interview
Experience of delivering QOF	Desirable	Application and Interview
<i>For Lead GP role</i> - Experience of managing people in a professional capacity	Essential	Application and Interview
<i>For Lead GP role</i> - Management experience in a multi-disciplinary working environment	Desirable	Application and Interview
Clait Award and/or ECDL or EITS	Desirable	Application and Interview
Experience of working in teams and able to promote a team spirit	Essential	Interview
Experience of and success at motivating and managing people in a changing environment	Essential	Interview
Knowledge of national and local agendas in respect of primary care commissioning, and intermediate and urgent care agendas	Essential	Application and Interview
Understanding of Locality Based Commissioning	Desirable	Interview
<i>For Lead GP</i> - experience of service redesign	Desirable	Application and Interview
<i>For Lead GP</i> - experience as partner in GP practice	Essential	application

SKILLS AND ATTRIBUTES		
Criteria	Requirement	Measurement/Testing Method
Evidence of computer literacy and keyboard skills	Essential	Application and Assessment
Familiarity with EMIS	Desirable	Application
Familiarity with Aadastra	Desirable	Application
Excellent attention to detail and accuracy skills	Essential	Application and Assessment
Excellent written and verbal communication skills	Essential	Application and Interview
Ability to adjust communication skills to meet the needs of the recipient	Essential	Application and Interview
Able to listen carefully in order to understand the needs of others	Essential	Interview
Ongoing commitment to personal development	Essential	Application and Interview
Able to work within a team, motivate a team and take instruction as required - Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to use own initiative	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Excellent organizational skills	Essential	Application and Interview
A "solutions focused" approach	Essential	Interview
<i>For Led GP</i> - able to chair meetings ensuring tasks are progressed and completed on time	Essential	Interview
<i>Lead GP</i> - able to delegate work appropriately	Essential	Interview
<i>Lead GP</i> - proven negotiation skills	Essential	Interview
<i>Lead GP</i> - able to manage change in a rapidly changing environment.	Essential	Application and Interview
<i>Lead GP</i> - able to manage and resolve conflict with staff.	Essential	Interview
<i>Lead GP</i> - ability to challenge traditional models of working and to implement and sustain positive change	Desirable	

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES		
Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high quality workforce and patient care	Essential	Application and Interview
Organised, systematic and flexible - Good time management being able to prioritise work and work under pressure	Essential	Application and Interview
Tactful and diplomatic	Essential	Application and Interview

Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
<i>Lead GP</i> - able to lead from the front and gain respect	Essential	Interview
Self motivated and able to work autonomously	Essential	Interview
Willingness to learn new skills and to problem solve	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
<i>Lead GP</i> - able to remain impartial and non-judgmental during times of conflict.	Essential	Application and Interview

OTHER REQUIREMENTS		
Criteria	Requirements	Measurement/Testing Method
Ability to be flexible in supporting other teams members	Essential	Interview
Ability to work the occasional evening to support staff training sessions	Essential	Interview
Ability to travel to other BrisDoc sites for meetings and to patients' homes for home visits	Essential	Interview

Last updated: January 2020