

Candidate Pack Joining the PC24 team

# Salaried GP – Sefton practices

## Thank you for your interest in joining our team. Here’s a little bit about who we are…



Primary Care 24 is a not-for-profit social enterprise established in 1990. We are committed to excellent patient care. All our contracts are with the NHS. All our surplus is reinvested in patient care. We believe that primary care is the bedrock of the NHS.

We are committed to challenging social exclusion and inequality by giving everyone the opportunity to be healthy. We combine the best of the NHS with social enterprise innovation and developing solutions for NHS primary care. Central to this is caring for our clinicians and staff so that they can, in turn, care for our patients.

Collaboration and quality are at the heart of everything we do, working with partners and communities to ensure that we meet the needs of patients and commissioners and achieve positive system change.

##### We have lots of patients

We deliver into every current NHS primary care service across Merseyside, caring for just over 1,300,000 patients. We run 4 in-hours general practices, out-of-hours services across 7 CCG’s, extended-access services in Liverpool and St Helens, acute general practice services in 2 local A&E departments, community intermediate care and specialist asylum- seekers services. Our Medical Director also leads a Primary Care Network (PCN) in Sefton.

This ‘portfolio’ of primary care services means we are working 24 hours per day, 365 days per year. As we are a social enterprise embedded in the NHS, we have developed a culture which is ‘like’ the NHS but with added innovative flexibility.

##### Our standards are high

The CQC rated our out-of-hours provision as “Good with Outstanding Features” and four recently inspected practices also rated “Good”. We would love to learn about you and your ambitions and talk about how we can work together.

##### Our people

PC24 is a friendly, caring organisation packed with creative, like minded, patient focussed professionals. We invest in our clinical and non-clinical team’s development, we work hard but we also have lots of fun! We pride ourselves on taking care of our people with a range of staff benefits.




## PC24 Portfolio of Services

#### How we help our patients in Primary Care

##### Sefton GP Practices

PC24 delivers care to a combined patient population of 20,000 people across 4 practices in South Sefton.

They were previously ‘failing’, but with a refreshed sustainability plan we are now delivering services ‘at scale’, we are using a skill mix to rediscover expert- generalist, holistic general practice.

PC24’s GP Practice in Litherland, Sefton.

##### Asylum Service

PC24 provides nurse-led health screening and medical assessments to asylum seekers who have recently arrived at a Liverpool-based Initial Accommodation Centre. The programme works with partners across the third sector, health and social care and central Government. We advocate for the service at systems level.


## PC24 Portfolio of Services

#### How we help our patients in Integrated Urgent Care

##### Extended Access in Liverpool and St Helens

PC24 provides extended access appointments Monday to Saturdays across parts of Merseyside, working closely with general practice and commissioning colleagues to respond to local needs.

##### Intermediate Care Service

Knowsley Intermediate Care Service is an integrated community service. We look after frail elderly people in 2 nursing homes, providing both step-up and step- down care.

##### GP Out of Hours

PC24 provides out-of-hours services to the residents of Halton, Knowsley, Liverpool, South Sefton, Southport and Formby, part of St Helens and Warrington. We care for a patient population of just over 1,300,000.

Primary Care 24 can be accessed via NHS 111 in working hours 6.30pm – 8.00am (Monday to Friday) and over all weekends and Bank Holidays.

Patients are triaged by a clinician over the phone and a clinical decision is made about appropriate care. Clinical roles include telephone triage, home visiting service and face-to-face Primary Care Centre appointments.

##### Acute General Practice in A&E /Primary Care Streaming

PC24 provides additional GP clinical support to emergency departments at The Royal Liverpool University Hospital Trust and Aintree University Hospital.


## Now you know a little bit about us, let’s

**talk about the role…**

**Job Description**

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| **Job Title:** | **Salaried GP** |
| **Based:** | **Various Sefton Practices**  |
| **Accountable to:** | **Clinical Lead**  |
| **Responsible to:** | **TBC** |
| **Hours:**  | **Minimum of 20 hours per week , 08.00 a.m. - 18.30pm**  |
| **Job Summary** |
| As a General Practitioner with PC24, you will have the opportunity to build a portfolio of work that is appropriate to your areas of interest and expertise and flexible enough to provide a healthy work-life balance. Having a broad range of services means we can work with our clinical staff to offer variety and a diverse working experience. The post holder is a GMC Registered General Practitioner, acting within their professional scope of practice who will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment, evaluation of care and onward referral as required. They will demonstrate safe, clinical decision-making and expert care, including assessment, treatment and diagnostic skills for patients within the urgent care setting. The post holder will demonstrate critical thinking in the clinical decision-making process. They will work collaboratively with the team to meet the needs of patients, supporting the delivery of policy and procedures, and demonstrate high level of medical leadership and mentorship as required.The post holder will be committed to the support and development of General Practitioner Registrars and other GPs within the team. They will also support clinicians from other disciplines and operational colleagues to ensure all patients receive high quality, safe, caring and effective treatment.  |
| **Key Responsibilities**  |
| We expect * Provision of high quality holistic clinical care, aligned with current healthcare standards
* Focus on the needs of individual patients and develop a shared decision-making approach where appropriate
* Consider the needs of the community and the wider determinants of health
* Collaborative working with other health care professions and providers to bring optimal expertise around

 and individual patient. This includes secondary care and community NHS professionals and the use of all communication pathways available eg advice and guidance, * Integration of social prescribing into the care of our patients
* Keep good clinical records. The EPR is the ‘glue’ that holds patient care together. Be clear about what you

are thinking. We like a list of differential diagnoses* Working with the operational teams to make everything work well
* Working with all other clinical colleagues to support each other and build the PC24 teams
* Working with the clinical leads and medical director to challenge and improve the service
* Representing PC24 in a professional manner…everyone is an ambassador for the organisation

Personal Development* Keep learning and extend your own professional skills
* Develop special interests in line with PC24 service developments (and we’ll support you)
* Be a strong team player. Modern clinical care is a team effort
* Make being a reflective practitioner a real part of your practice and use this process to challenge yourself
* Use the PC24 and NHSe appraisal process to develop your practice
* Engage in the support provided by PC24 clinical leadership team to reflect and develop, and to talk to the organisation about how we can all do things better together

Corporate Responsibilities* Follow PC24 policies and procedures
* Talk to the Clinical leads about issues and understand how PC24 are looking at healthcare
* Be part of our innovative solutions…we love new ideas and want to benefit from your own experience of what has and hasn’t worked
* Work with the operational teams and corporate functions (finance and HR) to make things work as well as possible

Understand systems drivers’ especially relevant contractual requirements which we have to meet and help us ensure that meeting these improves and doesn’t undermine patient care. This includes response times.Other dutiesAny other duties, as agreed with the Medical Director, Clinical Lead or Operational Manager to meet the needs of the organisation. |

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| **Information Governance:** |
| Where it is a requirement of the job holder for the above post to use computers or other information technology, he/she will be required to ensure that security procedures are followed as appropriate, andthat confidential information is not communicated to unauthorized individuals. All employees will readand understand Primary Care 24’s Information Governance policies and familiarize themselves with the relevant procedures. Employees will undertake Information Governance training relevant to their role. This is mandatory and will be on an annual basis. Further training may be required, following a training needs analysis and assessment and dependent on role. |

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| **Confidentiality** |
|   Working within the Organisation employees may gain knowledge of confidential matters which may  include personal and medical information about patients and staff. All information, either written or  electronic, regarding Primary Care 24 must be treated as strictly confidential at all times and must not be divulged to any other person unless it is appropriate to do so. |

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| **Policies and Procedures:** |
| All employees will read, understand and apply the policies and procedures of Primary Care 24. These policies and procedures can be found on Primary Care 24’s Intranet site. All employees will sign that they have read and understood all policies and procedures. |

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| **Training and Development:** |
| Primary Care 24 is committed to its training and development agenda and programme. All employeeswill be expected to complete all mandatory training as instructed by the organisation and complete additional training as and when required. |

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| **Safeguarding:** |
| All employees of Primary Care 24 are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. All employees must familiarise themselves with, and adhere to the Trusts procedures and protocols for promoting and safeguarding. All staff must be responsible and proactive in identifying and reporting safeguarding concerns, raising these with theappropriate contact where necessary. |

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| **Audit and Quality Assurance:** |
| Primary Care 24, as part of its program to improve the quality of patient care, carries out regular audits and highlight areas for recognition and improvement. As part of their role, employees will be audited on key areas. They will be provided with a report which outlines any further training needs and recognises best practice. |

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| **Health and Safety:** |
| All employees are required by section 7 of Health and Safety at work act [1974] to take reasonable care on their own health and safety and that of others who may be affected by their acts or omissions. |

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| **Equality and Diversity:** |
| * Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
* Enable others to promote equality and diversity in a non-discriminatory culture.
* Support people who need assistance in exercising their rights.
* Monitor and evaluate adherence to local chaperoning policies.
* Act as a role model in the observance of equality and diversity good practice.
* Accept the rights of individuals to choose their care providers, participate in care and refuse care
* Assist patients from marginalised groups to access quality care.
* Undertake any training required in order to meet the needs of the practice.
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| **General Clause:** |
| This job description is an outline only and is not definitive or restrictive in any way. It will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder. |

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| **PERSON SPECIFICATION** |
| **Qualifications** | **Essential** | **Desirable** | **Evidence Collected** |
| **Full GMC Registration** | **🗹** |  | **Application**  |
| **GMC License to practice** | **🗹** |  |
| **RCGP Membership to other equivalent professional body** | **🗹** |  |
| **All Mandatory training is up to date** | **🗹** |  |
| **Valid Basic Life Support Certificate** | **🗹** |  |
| **Level 3a Safeguarding Adults and Children** | **🗹** |  |
| **Valid Information Governance Certificate** | **🗹** |  |
| **Valid Infection Control Certificate** | **🗹** |  |
| **Eligibility to work in the UK** | **🗹** |  |
| **Skills and Attributes** | **Essential** | **Desirable** | **Evidence Collected** |
| **Understanding of clinical risk management and clinical governance** | **🗹** |  | **Application and Interview** |
| **Confident doing patient consultation on phone/video** | **🗹** |  |
| **Ability to take independent clinical decisions when necessary and to seek further advice from colleagues as appropriate**  | **🗹** |  |
| **Ability to manage own time and workload in line with KPIs** | **🗹** |  |
| **Able to work as part of a multi–disciplinary team or independently** | **🗹** |  |
| **Demonstrate skills in written and spoken English adequate to enable effective communication about medical topics with patients, carers, families and colleagues** | **🗹** |  |
| **Excellent interpersonal skills – ability to communicate sensitively with patients, relatives and staff** | **🗹** |  |
| **Confident with technology and competent in the use of ADASTRA and EMIS systems as appropriate** | **🗹** |  |
| **Knowledge and Experience** | **Essential** | **Desirable** | **Evidence Collected** |
| **Evidence of participation in, progressing and completing clinical audit cycles** | **🗹** |  | **Application and Interview** |
| **Have been a practicing GP within the last 6 months** | **🗹** |  |
| **Experience of working in OOH / NHS 111 First** |  | **🗹** |
| **Understanding of National Quality Requirements in Out of Hours** |  | **🗹** |
| **IT skills – ability to be conversant with all usual programmes and capable of learning ones specific to Primary Care 24** | **🗹** |  |
| **Personal Qualities**  | **Essential** | **Desirable** | **Evidence Collected** |
|  **Be adaptable to take clinical care across different services and work in new ways** | **🗹** |  | **Application and Interview** |
| **Excellent punctuality and attendance, reliable and a sense of responsibility** | **🗹** |  |
| **Can demonstrate honesty, integrity and appreciation of ethical dilemmas** | **🗹** |  |
| **Excellent negotiation and conflict management skills** | **🗹** |  |

**Terms & Conditions and Staff Benefits**

Primary Care 24 is a social enterprise which is a not for profit organisation providing a range of services on behalf of the NHS. This is an overview of the contractual terms and conditions for Primary Care 24 employees and some of the benefits available.

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| Rate of Pay | Salary range £80,487 to £96,614 based on 37.5 hours  |
| In Hours Service Delivery | 08:00 a.m. to 18:30 p.m. Monday-Friday  |
| Base of Work | Sefton Practices ( Maghull, Netherton, Litherland, Crossways, Crosby, Thornton, Seaforth ) |
| Pension | Primary Care 24 employees are all eligible to join the NHS Pensions scheme. You are considered to be employed by the NHS for this purpose. Further information can be found at [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions) |
| Benefits | Cycle to Work SchemeEducational programmeRegular supervision and 1:1 support10% paid CDP Annual leave 30 daysAccess to an Employee Assistance Programme |
| Working Time Directive | Where prospective candidates work elsewhere they are expected to declare the hours and working pattern of their other employment to enable PC24 make an informed assessment of working time and rest in line with the Working Time Regulations prior to confirming a job offer.  |
| DBS Disclosure | An enhanced DBS disclosure is required for this post |
| Probationary Period | All PC24 posts are subject to a probationary period of 6 months. |

# Now it’s over to you!

### Any questions about the role? Please just get in touch with our Interim Head of Urgent Care, sara.doughty@pc24.nhs.uk.

**Finally, thanks for taking the time to apply to join our team. Sit tight, we’ll be in touch soon.**



Primary Care 24

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