

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: **GP - GP Support Teams**

Responsible to: Rediscover the Joy Executive – Clinical Lead

Accountable to: Responsible Officer, Employing NHS Health Board

Salary £90,001 per annum, pro rata

2. JOB PURPOSE

- The position offers excellent opportunities for appointees to undertake a wide range of General Practitioner roles across seven participating Scottish Health Boards, with support to provide exemplary standards of care.
- The Postholder will contribute to clinical, educational, administrative, and developmental activities, as requested by Practices during placements and will be self-motivated to maintain the skills, knowledge and competencies of the post.
- The Postholder will work to support clinical service development within the project and participating Health Board areas.
- When clinically appropriate the Practitioner should consider utilising technology such as telehealth options to help in the delivery of patient care.
- The service requests feedback from both practices and GPs and this feedback and team discussions should form the basis for learning and improvement work within the teams and the wider service.
- The GP Support Teams tend to be geographically separated and work at different times. To maintain team cohesion and mutual support, regular *Microsoft Teams* meetings are held to discuss clinical cases, undertake significant event analysis and learn together to support each other, the practices and develop the teams and overall project.
- A WhatsApp group provides more immediate support from within the team. The project is designed to be inclusive, empowering, and supportive.

3. CONTEXT

The aspiration is that the GP Support Teams are empowered to take ownership of the project to develop new ideas and structures to support joy in General Practice. The project will capture data and understanding in a systematic fashion with an expectation of publishing our findings for the benefit of others.

In April 2018 a new Scottish GP contract was collaboratively negotiated between the Scottish Government and the British Medical Association and agreed by the profession. This contract has been designed to transform the delivery of GP services in Scotland through collaborative working at both local and national levels. NHS Scotland is a collaborative, values-based

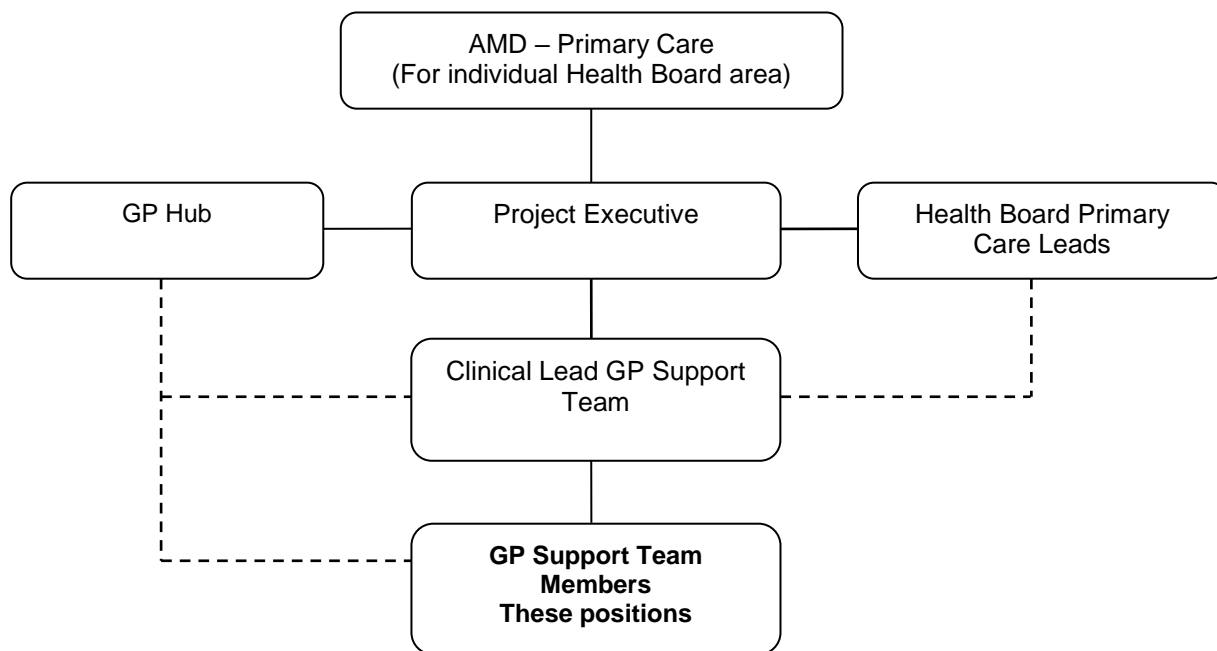
organisation. Our values are:

- Care and compassion.
- Dignity and respect.
- Openness, honesty and responsibility.
- Quality, teamwork and clear communication
- Clinical Excellence

This project has these values at its heart and we expect all team members to embrace these values. We hope that the project will help restore the joy to General Practice and allow us to focus on our patients and the values that brought us into medicine in the first place. It is a “test of change” project which we expect to learn from and expand.

To transform Primary Care services, we need additional capacity of highly motivated GPs to provide exemplary patient care, support quality improvement and allow incumbents time for rest, reflection and space to develop their practices. The vision is that our GP Support Teams will provide this resource.

4. ORGANISATIONAL POSITION



5. DUTIES & RESPONSIBILITIES

<u>KEY RESULT AREAS</u>	<u>COMPETENCIES</u>
<p><u>General</u></p> <ul style="list-style-type: none"> • Undertake the prevention, diagnosis and treatment of illness, disease, disorders and injury of patients • Ensure provision of continuing care, treatment and onward referral of patients, where appropriate • Broad general medical experience and skills development • Provide emergency, preventative and anticipatory care along with the effective management of chronic disease • Provide services in the surgery and where appropriate in the patient's home. • Undertake telephone triage, consultation and appropriate management of patients • Keep contemporaneous, accurate and legible records of all patient contacts using practice patient records • Prescribe to the patient population in line with NHS Health Board policies and national standards. • Effective team working • Promote the NHS Scotland values in behaviour and communications • Communicate effectively within the GP Support Teams and contribute to regular case studies and updates of the broader teams' activity and learning • Be an advocate for the project. 	<ul style="list-style-type: none"> • Awareness and understanding of the Scottish GP Contract • Pro-active • Team working • Flexible • Self-motivated • Ability to deal with change • Ability to work unsupervised
<p><u>Clinical Governance</u></p> <ul style="list-style-type: none"> • Ensure services are provided to recognised professional standards eg GMC • Ensure services are provided in accordance with recognised best practice guidelines and protocols eg SIGN • Maintain up to date knowledge on changes to practice • Share learning with the GP Support Team and wider project; seek support to influence the wider service, as required • Collaborative working • Promote and encourage reflective practice and learning eg significant event 	<ul style="list-style-type: none"> • Maintaining up to date knowledge on changes to clinical practice • Collaborative working • Interest in quality development

6. ASSIGNMENT AND REVIEW OF WORK

- Work will be dictated by patient need and the needs of the Practice placement.
- The Postholder will be expected to seek and develop opportunities for critical peer review in cooperation with other clinical colleagues
- Annual appraisal will be undertaken through the Health Board GP appraisal scheme or in another appropriate NHS Health Board area but compliance will be the responsibility of the postholder.

7. COMMUNICATION AND WORKING RELATIONSHIPS

- Excellent communication skills and the ability to create good working relationships with a wide range of people is essential.
- The nature of life in small communities always demands a careful approach to confidentiality and appropriate professional behaviour, whilst acknowledging the need to be a central part of the community in many locations.

8. MOST CHALLENGING PART OF THE JOB

- Maintaining professional skills and competence whilst working in a range of different locations
- Opportunities to learn from and cooperate with peers must be utilised

9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

- Flexible approach to working hours and forms of communication
- Travel and working in physically and geographically challenging environments

PERSON SPECIFICATION

Job Title: General Practitioner - GP Support Team

Department: Rediscover the Joy of General Practice Project

FACTOR	ESSENTIAL	DESIRABLE
VALUES	<ul style="list-style-type: none"> • Care and Compassion • Dignity and Respect • Openness, Honesty and Responsibility • Quality and Teamwork 	
EXPERIENCE	<ul style="list-style-type: none"> • Broad general medical experience • Skills development • Interest in quality development • Collaborative working 	<ul style="list-style-type: none"> • Understanding of the healthcare issues common to remote and rural communities
QUALIFICATIONS TRAINING	<ul style="list-style-type: none"> • On the GMC GP Register and have a license to practice • BASICS Scotland Pre-Hospital Emergency Care training or willingness to undertake training, if wanting to work in rural and remote areas. 	<ul style="list-style-type: none"> • MRCGP or equivalent • Quality Improvement experience • Evidence of Innovative approaches to work
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Excellent interpersonal skills. • Excellent communication skills. • Experience of reflective practice • Pro-active about lifelong learning, development and personal achievement • Evidence of multi-disciplinary team working • Competent time management and organisational skills • Ability to work individually and as part of a team in challenging circumstances 	<ul style="list-style-type: none"> • Practical emergency skills • Awareness and understanding of GMS • Audit, clinical governance and research skills

DISPOSITION	<ul style="list-style-type: none"> • Compassionate • Ability to manage conflict • Commitment to honesty and transparency to promote trust • Able to prioritise conflicting demands • Focussed and pro-active • Self-motivated, enthusiastic and able to deal with change • Capability to build strong relationships based on trust and mutual respect • Willingness to explore and use new technology 	<ul style="list-style-type: none"> • Innovative
Other	<ul style="list-style-type: none"> • UK Driving License or the ability to convert another driving license to a UK one. 	