

# East End Health Network Co Ltd

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Post Title:** Primary Care Network (PCN) Clinical Director

**Remuneration:** TBC

**Accountable to:** EEHN Co Ltd Board

**Tenure:** TBC

### **Background and context:**

As a result of the Primary Care Strategic Investment Plan, GP Practices in Tower Hamlets have formed Primary Care Networks (PCNs) since 2008, to provide at scale holistic care to patients and to serve the needs of the local community. The key aims of the PCNs are to ensure that residents of Tower Hamlets have access to a range of diverse and wide range of high quality services, local to them and joined up between health and social care. We have moved from care that was variable, fragmented, passive and reactive to care that is consistent, integrated, proactive and anticipatory.

The local population in Tower Hamlets has high and complex health needs complicated by a high level of patient turnover and significant numbers of patients who do not have English as their first language. GP Practices in Tower Hamlets tend to be the first point of contact for not only health services, but also for many welfare services.

By working closely with Community Health Services, Social Care, Mental Health and other providers of health and social care including the voluntary sector, we aim to empower patients to make choices about their health and care and to experience the level of personalised care that meets their needs.

Our aspiration is to go the next step further and drive additional improvement in primary care outcomes, activity, and patient experience by implementing the requirements of the recently published NHS Long Term Plan.

The role of the Clinical Director is to further bring practices and a range of stakeholders together to collaborate at scale for the development and delivery of service to a local population. The Primary Care Network will build on the already established framework and focus that supports the sharing of skills, knowledge, good practice and communication across all the member practices. The role will also have a particular remit in enabling the Network to focus towards population health and population health management as they will have a granular knowledge and understanding of their local communities.

The Clinical Director will play a critical role in shaping and supporting the Tower Hamlets Together (THT) Integrated Care System (ICS)-, helping to ensure full engagement of primary care in developing and implementing local system plans to implement the NHS Long Term Plan and its aim of triple integration (primary & secondary care; mental & physical health and health & social care). These local plans will go much further than the national parts of the Network Contract DES in addressing how each ICS will integrate care.

The Clinical Director will also need to take a lead for a clinical service area aligned to the THT ICS, linking the programme area approach used at ICS level to the population facing approach of the

PCNs. This will require them to link with the other PCNs in the THT ICP on these programme areas; This will support the system approach but also ensure PCNs are influencing and driving THT ICS priorities.

The Clinical Director will provide strategic and clinical leadership to help support change across primary and community health services.

The Clinical Director will be supported by a Network and will have opportunities for leadership development including access to a mentor/coaching.

### **Job Role for Clinical Lead for Primary Care Networks**

The Clinical Lead for Primary Care Networks will be a clinician from the Primary Care Network (PCN) that they are part of and the primary aim of the role will be to support the PCN in developing and functioning as an organisation to support practices.

**The key responsibilities are as follows:**

#### **Leadership/Strategic Direction**

- To provide leadership to the Board for Network strategic plans, through working with member practices and the wider Primary Care Network to improve the quality and effectiveness of the Network services.
- To Provide leadership to the Board playing a leading role in organisation/development of Network activities and functions including routine monitoring of financial planning and financial reports
- To lead on the clinical delivery of all Public Health Care Packages (NHS Health Checks, Sexual Health, Immunisations) and other activity based NISs including Phlebotomy, Surgical Aftercare and Anticoagulation.
- To provide strategic and clinical leadership to the Network ensuring adequate clinical focus/input in the delivery of the NISs/DESs and the network' achievement, developing and implementing strategic plans, leading and supporting quality improvement and performance across member practices (including professional leadership of the Quality and Outcomes Framework Quality Improvement activity across the network).
- To Influence, lead and support the development of excellent relationships across the Network to enable collaboration for better patient outcomes
- To provide strategic leadership for workforce development, through assessment of clinical skill-mix and development of Network workforce strategy. Oversee training and development needs of Clinical Team, checking competencies and skills and ensuring the training log is kept updated.
- To lead in developing relationships and working closely with other Network Clinical Directors, Clinical Leaders of other Health and Social Care Providers, Local commissioners and Local Medical Committees (LMCs) and other Health Agencies

#### **To facilitate/Support**

- To facilitate practices within the network to take part in research studies and will act as a link between the Network and local primary care research networks and research institutions.
- To support Network implementation of agreed service changes and pathways, working closely with member practices, the wider PCN, Tower Hamlets GP Care Group (THGPCG) and Tower

Hamlets CCG (THCCG) and THT to develop, support and deliver local improvement programmes aligned to national and local priorities.

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### To represent

- To represent the Network at CCG-level clinical meetings and the ICS/STP, contributing to the strategy and wider work of the ICS.
- To represent the PCN at CCG/THGPCG level clinical meetings and the THT ICS, contributing to the strategy and wider work of the THT ICS and to feedback developments and agreements from these fora to PCN member practices and clinicians
- To represent the PCN at appropriate public meetings and work with all partners to ensure effective involvement and coproduction with PCN populations

### To Convey/make clear

- To help staff within the PCN understand, and support delivery of THT Integrated Care System (ICS) strategic objectives and outcomes framework, and the local response to the NHS Long Term Plan

### To Engage/work with

- To engage with member practices and the wider PCN to understand and feedback issues that are affecting the likely success of the PCN, and work with the THCCG and THGPCG to try and find solutions to these
- To work with the Network Team to plan and deliver (chair) PLTs, MDTs and other Educational activities

### To Foster

- To foster resilience and sustainability of Primary Care Network member practices and the health economy in Tower Hamlets by promoting out-of-hospital care integration, efficient ways of working and economies of scale

### To conduct/provide

- Conduct regular one to one with the Network and Work with the THGPCG Manager to formally evaluate their performance
- Clinical Supervision for all additional roles

### To oversee & resolve

- To Oversee the development and implementation of the Integrated Clinical and Commissioning Quality NIS /other provided services, driving forward clinical integration with the broader health and social economy and promoting clinical improvement and effective delivery of the NISs/DESS
- To Oversee the Network's performance management and reporting framework
- To Oversee the implementation of the Network's Development Plan
- To resolve and manage effectively practice (network) clinical and performance issues when escalated.
- Ensure that the Network makes strategic and operationally robust partnerships with the wider GP Community in Tower Hamlets, CCG and with other partner organisations such as THGPCG,

Community Health Services (CHS), Barts Health (BH), East London NHS Foundation Trust, the Voluntary Sector and Community Pharmacists

### To Attend

- To attend and represent the PCN at GP Forums, MDTs, Locality Health & Well Being Committee (LHWC) meetings, to act as point of contact/conduit between the above committees/Forums and to disseminate relevant communication/information to Practice Leads
- To attend practice visits for DES/NIS performance

### To undertake

- To Undertake quarterly audits as required by the relevant NISs/DESS and analyse findings from audits and implement improvement plans if needed

### Other

- She/he shall be the responsible officer on behalf of the Board and PCN to the NHS Tower Hamlets (CCG)
- To Perform other responsibilities assigned by the Board

### Line Management

The Clinical Director will be accountable to the EEHN PCN Board

### Person Specification

#### Person Specification

	Essential	Desirable
<b>QUALIFICATIONS</b>		
Appropriately qualified and registered GP who is currently working within a substantive role in a member practice of the PCN	Y	
<b>EXPERIENCE AND KNOWLEDGE</b>		
Some understanding of the emerging commissioning arrangements and the implications for general practice	Y	
Proven experience as clinical director or other managerial position		Y
Knowledge of local health issues in own PCN	Y	
Experience of working with commissioners and service providers from different agencies		Y
Experience in clinical supervision and program management		Y
Proficient in MS Office and computer systems (e.g. patient management software)		Y
<b>SKILLS &amp; ABILITIES</b>		
Excellent Leadership skills	Y	
Good interpersonal skills	Y	

Good facilitation and negotiation skills	Y	
Commitment to patient and public involvement	Y	
Understanding of budgeting, resourcing and performance evaluation procedures		Y
Understanding of the requirements of good governance in general and the management of conflicts of interest in particular.	Y	
Excellent knowledge of standards and regulations for the clinical field		
<b>PERSONAL QUALITIES</b>		
Good communicator and motivator	Y	
To have a commitment for clinical improvement, effective change management and excellent communication skills people skills	Y	