

PCN Care Coordinator

<u>Title:</u>	PCN Care Coordinator
<u>Pay:</u>	£20,000 to £25,000 per annum (includes London weighting) Depending on experience.
<u>Hours:</u>	37.5 hours per week
<u>Responsible to:</u>	Network Manager, Clinical Director and Operations Officer
<u>Accountable to:</u>	Network Board

Primary Care in Tower Hamlets:

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.

Background and context:

The Primary Care Network model begun in Tower Hamlets in 2008 through the Primary Care Resource project. Key components of the project included:

1. The creation of local federated Networks of primary care practices across the eight LAPs (Local Area Partnerships)
2. Development and delivery of care packages for key Long-Term conditions e.g. Diabetes and health promotion e.g. smoking cessation.
3. The realignment and integration of Community Health and Social Care services, to deliver care on a Network model.
4. To ensure the promotion of healthy lifestyles is embedded into all care pathways, supporting Tower Hamlets residents to make healthy lifestyle choices and ensure access to appropriate statutory and voluntary services

Since then the Network model in Tower Hamlets has helped manage people living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often. Networks also started to form integrated teams by working together and with community, mental health, social care, pharmacy, hospital and voluntary services in order to meet the needs their local population.

From July 2019 a key part of the NHS Long Term Plan was introduced, in the form of Primary Care Networks. PCNs are based on general practice registered lists, typically serving natural communities of around 30,000 to 50,000 patients. They should be small enough to provide the personal care valued by both patients and healthcare professionals, but large enough to have impact and economies of scale

through better collaboration between general practices and others in the local health and social care system, including community pharmacies. It builds on the core of current primary care services and enables greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactively care for the people and communities they serve. Where emerging primary care networks are in place in parts of the country, there are clear benefits for patients and clinicians.

The East End Health Network profile:

The Network was originally formed in June 2009 and comprises four practices: Albion Health Centre, Blithehale Medical Centre, Health E1 Homeless Medical Centre and The Spitalfields Practice. These practices are situated in the LAP 2 (Local Area Partnership) area of Tower Hamlets. The Network was legally constituted in 2012 and became known as the East End Health Network Co Ltd (eehn.co.uk)

Job Summary:

East End Health Network PCN has an exciting opportunity for a PCN Care Coordinator to work across GP practices in their Primary Care Network (PCN). East End Health Network PCN is a forward-thinking Primary Care Network comprising 4 practices. We recognise the value that a PCN Care Coordinator can bring to our practices and our patients and we look forward to growing our PCN team. Our aim is to provide exemplary patient care; finding innovative solutions in general practice to deliver the best outcomes to our patients. We are seeking an enthusiastic and forward-thinking PCN Care Coordinator to join our like-minded PCN.

Work within our network of GP Practices to provide a central co-ordination role for patient care planning. The role will be GP facing, with the core responsibility being excellent patient care, along with organising Practice, Network and locality MDTs/meetings and providing call/recall support. The primary focus of the job is to co-ordinate care packages for patients as identified by the GP across health, social care and mental health as appropriate, providing a single-point of access for staff & service users, actively managing patients' care plan delivery. Facilitate smooth and planned discharge and handover between care settings across the health and social care system, including GP, acute, community, and be responsible for facilitating inter-agency communication and support. Identify and work with a list of named patients with the aim of encouraging independence, enabling people to remain at home, reducing unnecessary admissions to hospitals and supporting early discharge from hospital, improving the quality of care. Provide feedback to the practices, troubleshoot and escalate actions as necessary, providing advocacy for service users.

Key Working Relationships:

- Patients
- The Public
- PCN Manager
- PCN Operations Officer
- PCN Clinical Director
- PCN Clinical Lead
- PCN staff
- GP practice staff
- Community partners

Key Duties and Responsibilities

Patient Care management/co-ordination

- Facilitate and ensure the effective delivery of patient-centred, personalised health and social care plans for patients, monitoring progress and reporting outcomes, contributing to patient reviews and care planning within appropriate time frames
- Explain the management of a patient's pathway to clinical staff, liaising between services and service users, contacting services using the appropriate procedures/referral mechanisms
- Work closely with all relevant care agencies (primary care, secondary care, community services, Mental Health, Social Services, Ambulance Service, Voluntary services and other relevant service providers) to ensure a coordinated and of the patient's care plan, without requiring a further referral from the GP.
- Maintain accurate records and statistical returns as required by the CCG, including providing patient-related information for entering into Clinical Reporting Systems, within the required time frame.
- Ensure that a proper handover of care between different settings has taken place, including mutual transfer of all organisations' communications & patient notes and ensuring care packages are set up
- Collect data on patients/carers for recognised outcome measure and document for service interpretation. Ensure all patient notes are updated to reflect any changes, including details on plans
- Managing operational meeting processes, identifying patients for discussion and working closely with clinicians to define and lead the meetings. Organise and attend relevant meetings when required including Integrated Care meetings, ensure a programme of regular meetings is established, ensuring that all necessary documentation is circulated in advance
- Ensure that meeting actions are recorded, disseminated and followed up in a timely way; ensure relevant practitioners are aware of meeting decisions and actions / outcomes, and chase for action resolution and update.
- Network and develop strong relationships with all levels of the NHS's key local players including the CCG, GPs and other primary care contractors, Social Services, Mental Health Trusts, Community Trusts, and other providers including the voluntary sector
- Be a contact point for GPs / practices and establish systems and processes which will ensure a timely and appropriate response to queries from clinicians and other stakeholders

Collaborative multi-agency working/wider engagement

- Work collaboratively with a diverse group of stakeholders & Support partnership engagement (e.g. liaising with the Borough, Community Health Services) with other services & with the public
- Organise, coordinate and undertake engagement work with the Network stakeholder, in particular managing monthly practice visits for NIS performance appraisal

Call/Recall Oversight

- Help generate call/recall reports highlighting patients due for appointments in a clear and organised way
- Help coordinate patient call/recall for their annual reviews (e.g. Diabetes, CVD, COPD etc)
- Liaise with outside agencies re patient care (e.g. LD team, care coordinators, DNs etc.)
- Support with the systematic recording of appointments and attendance history on practice shared drive
- Identifying coding discrepancies and reporting it to the Network Operations Officer for investigation

Professional Development

- Participate in the network's appraisal and personal development scheme.
- Be responsible for own professional development, undertake mandatory training updates, away days, as well as other further development as agreed in the personal development plan.
- Be responsible for keeping PDP portfolio up-to-date.

Responsibilities Underpinning the Role

- Develop and facilitate a good working relationship with constituent practices and other local providers of healthcare
- Plan and organise the post holder's own workload, including audit and project work, and training sessions for practice and network teams, patients, carers, etc
- Record personally generated information and maintain a database of information relating to the work done in the practice(s).
 - Personally generated information includes information and records relating to audit and clinical work undertaken by the post holder, reference notes relating to clinical/technical information etc
 - The database includes maintaining up-to-date, detailed records of all work done in the practices for which the post holder is accountable (done by the post holder or others)
- As appropriate to the post, to maintain and develop professional competence and expertise, keep up to date with local and national service, legislation and policy developments, agree objectives and a personal development plan and participate in the appraisal process
- Attend meetings as instructed
- Undertake any other duties commensurate with the post holder's grade as agreed with the post holder's line manager
- All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements (e.g. health and safety, equal treatment and diversity, confidentiality and clinical governance)

Special working conditions

- The post holder is required to travel independently between work sites and to attend meetings as intrusted

Codes of Conduct

- Post holder will comply with the East End Health Networks staff handbook.

Equal Opportunities

- East End Health Network is committed to an equal opportunities policy that affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sexuality, marital status, race, religion/belief, ethnic origin, age or disability. All staff are required to observe this policy in their behaviour to fellow employees.

Confidentiality

- All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.
- All employees are required to observe the strictest confidence regarding any information relating to the work of East End Health Network and its employees and member practices. You are required not to disclose any confidential information either during or after your employment with East End Health Network, other than in accordance with the relevant professional codes.
- Failure to comply with these regulations whilst in the employment of East End Health Network could result in action being taken.

Data Protection

- All employees must adhere to the East End Health Networks Policy on the Protection and Use of Personal Information, which provides guidance on the use and disclosure of information. East End Health Network also has a range of policies for the use of computer equipment and computer-generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the policy on the protection and use of personal information, and other information technology, can be found in the East End Health Network policies and procedures manual.

Health and Safety

- East End Health Network expects all staff to have a commitment to promoting and maintaining a safe and healthy environment and be responsible for their own and others welfare.
- The post-holder must comply at all times with the practice's health and safety policies, in particular by following agreed safe working procedures and reporting incidents using the Practice Risk Incident Reporting System.

Risk management

- You will be responsible for adopting the risk management culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the East End Health Network risk register and that of each member practice.
- You will also attend mandatory and statutory training, report all incidents/accidents, including near misses, and report unsafe occurrences as laid down within each practices Incidents and Accidents Policy at East End Health Network.

No smoking policy

- Incidents and Accidents Policy is a 'no smoking organisation' therefore staff are not permitted to smoke whilst on duty.
- All staff are expected to recognise their role as ambassadors for a healthy lifestyle. As such, staff should not smoke whilst in uniform, in NHS vehicles or on East End Health Network Co Ltd or other healthcare premises.

Other duties

- There may be a requirement to undertake other duties as may reasonably be required to support East End Health Network

Rehabilitation of Offenders Act 1974

- The nature of this work requires that this post is exempt from the provisions of section (42) of the Rehabilitation of Offenders Act 1974 (exemptions) Order 1975.
- Applicants for this post are not entitled to withhold information about convictions, which for other purposes are 'spent' under the provisions of the Act. In the event of employment, any failure to disclose such convictions could result in disciplinary action or dismissal.
- Any information given will be completely confidential and will be considered only in relation to an application for a position to which this order applies.

Equality and diversity

- The post holder must cooperate with all policies and procedures designed to ensure equality of employment.
- Co-workers, patients and visitors must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

Personal development

- The post-holder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that continuous professional development remains a priority.
- The post-holder will undertake all mandatory training required for the role.
- The post-holder will attend supervision sessions as agreed and arranged.

Miscellaneous

- Work as part of the team to seek feedback, continually improve the service and contribute to business planning.
- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
- Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

Job Description Agreement

- This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the PCN/Practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the PCN/Practice.
- This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Person Specification

PCN Care Coordinator

Education/Qualifications	Essential	Desirable
	Relevant degree or equivalent level of training and experience	Qualification in health or social care allied profession
	Evidence of consistent pattern of learning from education, training and experience	
Skills & knowledge	Understanding of human needs – physical, emotional, social	Familiarity with IT systems currently in use in health and social care settings
	Proven ability to recognise and manage risk	
	Knowledge of the needs of vulnerable adults, safeguarding and the associated legislative framework	

	<p>Ability to understand budgetary requirements; ensure that packages are cost effective and value for money; and highlight inefficiencies.</p> <p>Understanding of basic health and social care terminology</p> <p>Good interpersonal skills</p> <p>Ability to communicate confidently with staff of all seniority levels</p> <p>Ability to work well across teams</p> <p>Good time management and prioritisations skills, ability to work to strict deadlines</p> <p>Ability to work on own initiative without direct supervision, understanding where clinical input is needed</p> <p>IT skills and experience in the use of Microsoft Excel</p>	
Experience	<p>Coordination of services from a variety of organisations</p> <p>Communication and relationship building</p> <p>Experience in health or social care</p> <p>Experience of developing relationships with a wide variety of people</p>	<p>Experience of health and social care assessments</p> <p>Demonstrated successful outcomes delivery within determined timeframes</p>
Behaviours	<p>Highly organised</p> <p>Adaptability and a flexible, positive approach</p> <p>Highly reliable</p> <p>A common sense, pragmatic approach</p> <p>Willingness to undertake further training and learning</p> <p>An understanding of the importance of confidentiality</p>	

	Ability to take responsibility for own actions	
	Ability to share information and good practice appropriately	