

CONSULTANT IN ACUTE MEDICINE

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Part One: General Information

Mid Essex Hospital Services NHS Trust

Mid Essex Hospital Services, which was established as an NHS Trust in 1992, has an annual turnover of £261m and employs approx 4,400 staff. It provides local elective and emergency services to 380,000 people living in and around the districts of Chelmsford, Maldon and Braintree (including Witham). The Trust also provides a regional wide plastics, head and neck and Upper GI surgical service to a population of 3.4 million and a supra regional burns service to a population of 9.8 million.

Located in the City of Chelmsford, with all major road connections, frequent mainline rail services to and from London and a major airport at Stansted just 40 minutes away, the Trust is in an ideal location for commuting.

In November 2010 the Trust opened a brand new PFI funded hospital wing which enabled the organisation to centralise the majority of its clinical services onto the Broomfield Hospital site.

A committed and experienced clinically led management structure delivers the Trust's new vision and quality driven strategy of 'Care, Excel, Innovate' and excellent progress has been made in delivering against the commitments set out in this strategy.

The professional Duty of Candour

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress.

Healthcare professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concern.

Excellent Clinical Reputation

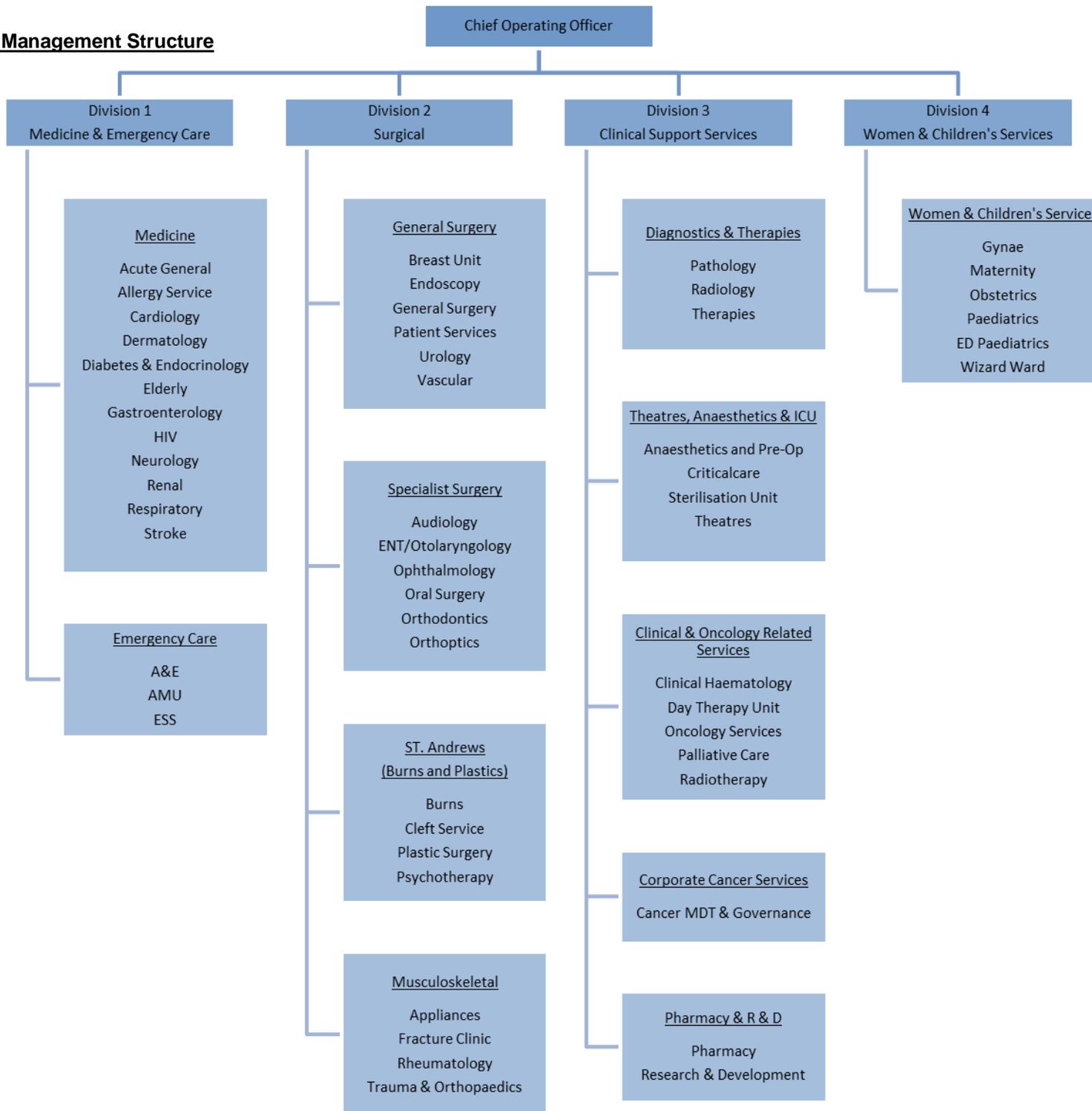
Excellent progress has been made in respect of quality and performance improvement at Mid Essex Hospitals over the last 3 years, and these achievements have resulted in the Trust being recognised as one of the top performing District General Hospitals in the East of England and the Midlands.

At MEHT we are proud to make patient safety the number one priority in all that we do. All staff commit to the following Patient Safety Charter:

"I am part of a healthcare team that is proud to put patient **CARE** first and whose reputation for **EXCELLENCE** and **INNOVATION** inspires our patients, staff and the population we serve. As a member of the MEHT team, I will always do my very best to ensure my patients are safe in our hospital:

- I will treat all patients with **respect** and **dignity**, ensure their **basic needs** are taken care of, **involve them in decisions** that affect them and **check they have understood**.
- I will **clean** my hands between **every** patient.
- I will always take the utmost care in the **prescription, preparation, documentation and administration of medications**.
- I will ensure all my patients have a **VTE assessment** on admission.
- I will ensure all my patients leave with a **discharge summary**.
- If I have a concern about one of my patients, I will **immediately** inform my senior colleagues and ensure **prompt action is taken and recorded**.
- If I witness an error, I will report it so we can all **learn** from it."

Operational Management Structure



Our Clinical Activity

- Hospital activity for the last three years

| | 2013/2014 activity | 2014/2015 activity | 2015/2016 activity |
|------------------------|-------------------------------|-------------------------------|-------------------------------|
| Elective inpatients | 11,615 | 11,341 | 11,877 |
| Emergency inpatients | 42,280 | 43,805 | 44,046 |
| Day cases | 32,086 | 34,036 | 36,254 |
| Outpatient attendances | 593,103 | 620,598 | 653,548 |
| Accident and Emergency | 81,619 | 87,291 | 91,082 |

- Hospital acquired MRSA bacteraemia numbers for the last three years

| | 2013/2014 | 2014/2015 | 2015/2016 |
|------|------------------|------------------|------------------|
| MRSA | 3 | 2 | 2 |

- Hospital acquired Clostridium difficile numbers for the last three years

| | 2013/2014 | 2014/2015 | 2015/2016 |
|-----------------------|------------------|------------------|------------------|
| Clostridium difficile | 13 | 16 | 20 |

Terms and conditions of Service

The post is subject to the Terms and conditions of service of Hospital Medical and Dental Staff (England and Wales) and to the NHS Pension Regulations. You will receive the nationally agreed remuneration for Consultant Medical Staff in Hospital employment and any changes to those rates that the Secretary of State for Health may authorise from time to time.

As Mid Essex Hospitals is a multi-site Trust it is desirable for Consultants to have their own transport.

Mid Essex Hospital Services NHS Trust is a non-smoking Trust.

Applicants should have full and specialist registration (and with a licence to practise) with the General Medical Council (GMC) (or be eligible for registration within six months of interview)

Holder of Certificate of Completion of Training (CCT), or within six months of award of CCT or equivalent by date of interview

Mid Essex Hospital Services NHS Trust has an Equal Opportunities policy. All employees are expected to observe this Policy in their behaviour to the public and fellow employees.

Shortlisted candidates will be required to complete a health statement and the Trust may require an individual to pass a medical examination as a condition of appointment. Before commencing you will be required to furnish us with proof of your Hepatitis B immunity status and that you have not been exposed to Hepatitis C infection. Certification is only acceptable if it is taken by an Occupational Health Service within the UK, dated within 5 years of current date and shown to be an identified validated sample (i.e. proof such as a passport or driving licence was provided to the Occupational Health service at the time of providing the blood sample).

Due to the nature of the work in this post, it is exempt from the provision of section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exemption Order 1975). Applicants are therefore not entitled to withhold information about convictions, including those, which, for other purposes are "spent", under the provisions of the Act, and are required to disclose convictions, including those pending, to the Trust. Failure to disclose such information may result in

dismissal or disciplinary action. You will be required to undergo an enhanced Disclosure and Barring Service check.

Leave

Annual leave entitlement is set out within the Terms and Conditions of Service for hospital medical staff. The Trust's annual leave year for consultant staff has been harmonised to the period 1st April – 31st March.

Study leave is available as provided for under the Terms and Conditions of Service for Hospital Medical and Dental staff, subject to the approval of the Clinical Director.

On call Duties

The post holder may participate in the consultant rota and payment for on-call duties will be in accordance with the national terms and conditions of service for hospital medical staff. This may be reviewed to meet the changing requirements of the service. Consultants are expected to provide cover for each other during annual leave, study leave and sick leave, including supervision of the junior staff, supporting them in patient management.

The post holder will be expected to join the on-call rota if required.

Clinical governance and audit

All staff members are responsible for ensuring they meet the 16 Care Quality Commission Quality and Safety Outcomes.

The post holder is expected to participate in the Trust's clinical effectiveness activities, and to maintain and foster improvements in the quality and standards of clinical services. The post-holder will lead the safeguarding of high standards of care by participating in the creation of an environment in which excellence in clinical care will flourish.

The post holder under the guidance of the Clinical Director will be expected to contribute to the development and implementation of the directorates Clinical Governance Strategy; including matters such as the production of a departmental annual clinical governance plan and production of regular reports to ensure targets within the plan are met. This would allow for the adoption of evidence based practice including compliance with government guidance, e.g. NICE and NSFs, the establishment and implementation of a departmental clinical audit programme, completion of a risk assessment and compliance with the Trust's risk management policies and strategies including controls assurance standards. Other expectations would include ensuring, through the General Manager, Unit Training Director, and the Clinical Tutor that Directorate staff meet the education and training targets agreed within the Trust's annual plan. Timely and effective complaints and incident management including implementing action plans relating to individual complaints and incidents would also be expected, as would contributing to work force planning to ensure timely availability of appropriate clinical skills to maintain excellence in patient care.

Prevention and control of healthcare associated infections:

The post holder;

- is accountable and responsible for the prevention and control of healthcare associated infections and must comply with the standards set by the Health Act 2006: *Code of practice for the prevention and control of Healthcare Associated infections* (Revised January 2008)
- will ensure 100% compliance with hand hygiene and high impact intervention protocols.
- will demonstrate effective leadership by ensuring all clinical staff, whoever they may be, are aware of their responsibilities in relations to infection prevention and control.

Safeguarding Children and Young People:

All staff are responsible for ensuring that they are familiar with and adhere to Mid Essex Hospital Services Trust (MEHT) Safeguarding procedures and guidelines, in conjunction with the Essex Safeguarding Children policies and Southend, Essex and Thurrock (SET) procedures. All healthcare workers who come into contact with children, parents and carers in the course of their work have a responsibility to safeguard and promote the welfare of children and young people up to the age of 18 years as directed by the Children's Act 1989/2004. All Health professionals have a responsibility even when the health professional does not work directly with a child but may be seeing their parent, carer or other significant adult

Safeguarding Adults:

All staff are responsible for complying with MEHT Trust policies on adult safeguarding in conjunction with the guidelines established by the Essex Safeguarding Adult Board and SET (Southend, Essex and Thurrock) procedures. All staff are responsible for identifying potential abuse of adults and reporting it accordingly.

All staff are required to attend Safeguarding awareness training for Children, Young People and Vulnerable Adults. Some staff groups will be required to attend additional safeguarding training relevant to their role. This is in line with the Guidance outlined in the **Intercollegiate document** (April 2006) **Safeguarding Children and Young People: Roles and Competencies for Health Care Staff.**

Information Governance

Consultants must be familiar with and comply with the contents of the Information Governance Handbook, a personal copy will be provided at Induction to all staff

Consultants are required to maintain confidentiality of patient and trust information as set out in the Trust's Confidentiality Policy and Data Protection Policy

Consultants are required to share personal identifiable data appropriately but securely in accordance with the latest Caldicott Principles (2013), The ICO Code of Practice on Data Sharing

Consultants are required to read and comply with all policies that are issued relating to the electronic security of Trust information, particularly in relation to the use of faxes, email and any transfer of person identifiable data to a third party. Consultants must maintain an nhs.net email account.

Consultants create, access, transfer, modify sensitive trust records and have a responsibility to be both accurate and timely and ensure that all the information that they record either on paper or electronically is complete

Consultants must complete Information Governance Training (or a refresher) annually

Consultants who hold any person identifiable data at their home address that relates to any third parties, including NHS or private patients are required to be personally registered with the Information Commissioner for the processing of personal data.

For all clinical posts

Ensure 100% compliance with hand hygiene and high impact intervention protocols.

Demonstrate effective leadership by ensuring all clinical staff, whoever they may be, are aware of their responsibilities in relations to infection prevention and control.

Be responsible for ensuring the highest possible standards of cleanliness within the ward/clinical area and ensure all staff are familiar with escalation procedures for additional cleaning.

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary

action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health Professions Council etc)

Teaching and Training

The Trust is committed to sustaining and advancing the provision of medical, dental, nursing and other professional education and to the delivery of high quality postgraduate and undergraduate training.

The post-holder will be expected to develop and participate in undergraduate and postgraduate teaching programmes and maybe required to teach other staff across and within the directorate. Under the guidance of the Sub Director this may involve specific timetables and regular commitments in accordance with an agreed job plan.

Equal Opportunities

The post holder must at all times carry out responsibilities and duties with due regard to the Trust's Equal Opportunities Policy.

Health and Safety

The post holder is expected to undertake the appropriate management responsibilities, and be aware of individual responsibilities in accordance with the Trust's Health and Safety Policy and report as necessary, any untoward accident, incident or potentially hazardous environment. The post holder will promote and implement the Health and Safety Policy.

Personal Data

All Persons Identifiable Information (PII) must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines (Caldecott) and the Data Protection Act 1998 unless explicit written consent has been given by the person identified; or where information sharing protocols exist.

The post holder is responsible for meeting the requirements of the Data Protection Act 1998 to ensure that PII is up to date, that data is timely and that information is securely stored and safely disposed of when there is no continuing requirement for its retention.

All clinicians are responsible for ensuring that clinical information extracts or reports are accurate prior to distribution.

Research & Development

MEHT is a research active organisation and expects new Consultants to be involved with research and facilitate recruitment of their patients into clinical trials, particularly NIHR portfolio studies and commercial research. The R&D department offers a full supportive service to support this activity

Mentoring

The Trust will provide a robust mentoring programme for all new Consultant appointments. The process allows new Consultants to approach trained Trust Mentors upon commencement of their new post. The Mentors will provide support and advice and afford new Consultants the best possible start to their post at MEHT.

Essex Success Regime (ESR)

Essex was selected to be one of 3 areas to benefit from intensive support to develop new ways of working. This project is now well under way and is likely to influence significantly how acute services are delivered across the region. There are 3 acute hospital Trusts, Basildon and Thurrock University Hospitals NHS Foundation Trust (BHUT), Southend University Hospital NHS Foundation Trust, and Mid Essex Hospitals NHS Trust. This will undoubtedly involve all services to some degree in the future, and the appointees to these posts must assume that in due course of time they may be asked to work on different sites across South and Mid Essex.

Part Two: Specialty information

Department of Acute Medicine

The post of Consultant in Acute Medicine will be working within the Department of Emergency & Critical Care. Dr. Timothy Lightfoot is the Clinical Director of Emergency Care, and Dr. Neill Campbell is the Clinical Lead of the Acute Physician team. The post-holder will also be linked to the Specialty Medicine Physicians the Clinical Directors are Dr Huw Steve Jenkins, Dr Kithivasan and Dr Gerald Clesham.

Acute Medicine and Ambulatory Care

The Emergency Care Model at Mid-Essex Hospital Services is rapidly developing, and this post provides an opportunity to join a dynamic team establishing robust, safe and effective care to medical patients in the Mid-Essex region. The post is based at Broomfield Hospital, Chelmsford.

The post-holder would be expected to deliver clinical sessions in line with national contract and job planning rota of acute physicians which runs between 8am and up to 10pm on a 7 day acute physician service. There is a separate medical specialist rota (which the successful applicant is not expected to join) which covers clinical care for medical patients from 2pm until 8am next day.

There are several interlinking clinical units which the acute physicians directly work within on a daily basis. The applicant would have the opportunity to work some of their job planned activities in other medical specialties if desired.

There is a medical-supported triage and initial assessment zone. There is an Ambulatory Care Unit (ACU) which focusses on GP interfaces and assessment of patients who potentially can be discharged the same day and/or brought back to an ACU hot-clinic if physiologically stable. We run an Emergency Assessment Ward (EAU) for patients typically admitted for 24 hours plus, whom are then discharged or disseminated to other wards within the Trust, and an Emergency Short Stay (ESS) Ward ideally designed for patients with short duration admissions. The successful applicant is likely to be working direct clinical sessions across all these units. The candidate would also have close working relations with colleagues in Emergency Care whom run the Majors and Minors units, as well as interfacing with a frailty service being planned by the elderly care team. These ideas are born from extensive collaborative discussion both within MEHT and our partner external agencies, taking into consideration, the proposal to redesign the Emergency floor to reflect the profile and demand for patients in Mid Essex, delivering Consultant led care across the emergency floor in a timely manner, redirecting the patient to the most appropriate service / location.

Staffing

The current substantive consultants on the acute physician rota include –

1. Dr Shahirose Jessani– Acute medicine, Cardiology
2. Dr Neill Campbell (Clinical Lead) – Acute medicine, Ambulatory Care, Renal
3. Dr Tehreem Butt– Acute medicine, Clinical Pharmacology
4. Dr. Rafal Radzioch – Acute medicine, Endoscopy

We also currently have elderly care physicians who provide a front door frailty service, which further strengthens the skill mix in acute medical care we are seeking to establish.

This post holder will be responsible with the other acute physicians in contribution to the planning and re-organisation of emergency medical care. They will be expected to foster and maintain good link with ITU, specialty medical colleagues and Emergency Department (A&E) staff.

There are strong supportive radiology, biochemical, haematology and microbiology departments, with on-line ordering and results access readily available. There is a well-staffed medical photography department,

an active postgraduate centre and a strong R&D department (with links to Anglia Ruskin University), which are all accessible to the successful candidate. We also maintain good working relationship with local GPs, and support several education and training programmes targeted at local primary care teams.

The candidate will be **working within** a new PFI building (built 2009-10), and hospital protocols include patient-friendly information pathways, flexible appointment arrangements, waiting time performance assessments, clean and comfortable waiting areas, staff identifiers, disability access, and dignity awareness. We also adhere to national standards on document handling. This core infrastructure is consistent with RCP guidelines on good outpatient practice.

There is good junior support supporting the Acute Medical consultants ward work, who also participate in on-call duties, with a full team of StR/CT1/FT1/FT2 junior doctors working across each zone within the emergency floor infrastructure.

ST3+ x2
ACCS x2
CMT x1
FY2 x2
FY1 x1

At all times we expect good communication with senior ward nurses and ward-based rehabilitation teams, and clearly documented management plans on all patients for whom you are responsible. Patient-centred care, delivered in a strong multi-disciplinary environment, is core to our departmental values

Part Three: Job Information

Responsibilities and Duties of the Post

EAU is currently covered 7 days a week by 8 (7.6wte) Consultants. **There are 5 acute care physicians and other slots are covered by physicians who are not part of the overnight physician on call rota.** Consultants cover various sessions from 1 DPA to 7.5 DPA per week, depending on their contract. The cover is Monday-Friday 2 x EAU am, 1 x ESS am 1 and 2 x EAU pm (1800/2000). The weekend cover 1 x EAU/ESS 0800-1700, 1 x ACU 9-18.

The consultants work fixed weekend patterns (1:7 for EAU/ESS/ACU) and an 8 week rolling weekday pattern with flexibility to cross cover annual and study leave.

The nature of working pattern for the Acute Medicine PAs are now based on sessional and rota work across the various sub-units operating within the overall Emergency **Floor**. The Emergency Department PAs are timetabled by the Medical Resources department with reference to an 8 week rolling weekday pattern: we ensure that the rota is within European Working Time Directive practice and contractual guidelines, with shift rotas operating to national best-practice. There is guaranteed protected time for handovers through the day within emergency care PA sessions. There is a physician of the day (POD) rota which is manned by the staff from the department of medical specialities (not acute medicine), which the post-holder will not need to join: they provide direct care on all non-emergency area wards 7/7, provide the senior overnight medical input and also deliver assistance to the acute medical physicians with a front-end contribution in the emergency floor from 2pm until 9.30 pm 7 days a week. The Acute Physicians (which includes this post-holder) therefore do not work the overnight shifts. The current Acute Physicians themselves have been heavily involved in the design changes being developed in the service, and see that as a major positive aspect of their roles. Staffing levels are such that their aim is to complete administrative tasks as a one-stop approach integrated with their clinic activities (ACU/EAU/ESS). The Ambulatory Care Unit (ACU) also has a commissioned manned telephone service with direct discussions between senior nurses & consultant clinicians with GP colleagues in the community which runs every day, and ACU also incorporates a daily hot clinic where all patients who need to re-attend with outstanding results are reviewed and will see the duty acute consultant. We confirm that there is protected time to cover the key administrative task for acute medical work.

Responsibilities and Duties of the Post

This post holder will provide care to patients in the Emergency Floor of Broomfield Hospital. Responsibilities in Acute Medicine will involve assessment of acute admissions, training of junior staff, teaching medical students, reviewing patients in A&E and liaison with GPs. In addition, the candidate will be expected to take a lead on EAU / ACU and ESS, with regular Consultant presence with service development in these areas. The trust will encourage the new post holder to take an interest in a speciality area of choice and may work in these areas if agreed in the job plan.

The incoming post-holder is guaranteed shared office accommodation, a computer and administrative support. The new post holder will have the support of senior colleagues through line-management (clinical director), through separate consultant-lead appraisal support (for GMC re-validation) and will be incorporated into the evolving Trust Mentoring, Induction and Mandatory Trust training Programmes. The new post holder will be offered access to a period of structured mentoring.

Weekly provisional timetable

Please find below an **indicative** timetable of programmed activities (1 week in 8 shown) only and will be subject to discussion and agreement with the successful applicant in line with the development of the service.

The timetable is averaged over a 10 week period ensuring SPA and patient administration time is allocated.

| | AM | PM |
|-----------------|--|-----------------------|
| Monday | EAU/ESS 0800-1200 or 0900-1300 – 1 PA | |
| Tuesday | EAU/ESS 0800-1200 or 0900-1300 – 1 PA | |
| Wednesday | EAU/ESS 0800-1200 or 0900-1300 – 1 PA | SPA 1.5 SPA |
| Thursday | EAU/ESS 0800-1200 or 0900-1300 – 1 PA | 1 PA Patient Admin |
| Friday | EAU/ESS 0800-1200 or 0900-1300 – 1 PA | 1200-1830 1.625 PA |
| Saturday/Sunday | 0800-1700 1:7 WEEKS .85 PA per week average | 0800-1700 1:7 WEEKS |

Direct Programmed Activities – 8.5 on average per week

Supporting Professional Activities – 1.5 on average per week

The standard full time job plan will consist of 11 Programmed Activities of which up to 2.5 will typically be SPA's. The Trust will allocate 1.5 generic SPA's to cover: CPD, Personal Audit, Appraisal and Appraisal Preparation, Mandatory Training, Revalidation, Clinical Supervision, Departmental Meetings, and Investigation/Datix Review. **Further departmental roles will be covered in the additional SPA**

The precise balance will be agreed as part of Job Plan reviews and may vary to take account of circumstances where the agreed level of duties in relation to Supporting Professional Activities, Additional NHS Responsibilities and External Duties is significantly greater or lower than 2.5 Programmed Activities.

If the candidate wished to work in another medical specialty alongside their role as an acute care physician, this could be accommodated in their job plan with reduced activity in EAU.

Job plan review

The Job Plan will be reviewed annually, usually following an appraisal meeting. The Job Plan will be a prospective agreement that sets out a consultant's duties, responsibilities and objectives for the coming year. It should cover all aspects of a consultant's professional practice including clinical work, teaching, research, education, Private Practice and managerial responsibilities. It should provide a clear schedule of commitments, both internal and external, including private practice. In addition, it should include personal objectives, including details of their link to wider service objectives, and details of the support required by the consultant to fulfil the job plan and the objectives.

Additional Information

Further information can be obtained from Dr Tim Lightfoot, email timothy.lightfoot@meht.nhs.uk, telephone 01245 513252.

Person Specification

| | |
|-------------------------------------|-----------------------------|
| Mid Essex Hospital NHS Trust | PERSON SPECIFICATION |
|-------------------------------------|-----------------------------|

POST: CONSULTANT IN ACUTE MEDICINE

Measurement codes:

**A = Application Form P = Pre-employment Checks
I = Interview R = References AC = Assessment Centre
F = Formal Documentation**

| REQUIREMENTS | ESSENTIAL | HOW MEASURED | DESIRABLE | HOW MEASURED |
|--------------------------------|--|------------------------|--|--------------------|
| Qualifications | As per post advertised. | A, P,F | Further post-graduate qualification ALS certificate | A,P,F |
| Professional Experience | CCST/CCT in Medicine; OR Registration on GMC Specialist Register; OR within three months of achieving CCST/CCT at the time of interview. | A,P,R,F A,P,R,F | Ability to develop and maintain a sub-specialty interest SCE in Acute Medicine | I,R A,P,R,F |
| Communication | Ability to communicate effectively with all levels of staff, patients and relatives. Shows understanding when presented with difficult situations and can build strong effective relationships with patients, families, and colleagues. Ability to work as part of a multi- | I,R, AC I,R, AC | Evidence of presentations. | I,R |

| | | | | |
|--------------------------------------|--|-----------------------------|---|-------|
| | <p>disciplinary team with appropriate interpersonal skills for effective team working.</p> <p>Ability to gain the trust and confidence of colleagues and patients</p> <p>Competent in all relevant IT packages, including Microsoft and patient administration systems and PACS.</p> | <p>I,R, AC</p> <p>A,I,R</p> | | |
| Audit and Clinical Governance | <p>Interest in, and knowledge of, medical audit and understands the principles of evidence based audit.</p> <p>An understanding of the principles of Clinical Governance.</p> | <p>A,I,R</p> <p>A,I</p> | Evidence of audit participation | A,I,R |
| Education | <p>Interest in, and knowledge of, advances in medical education and training and ability to operate within a teaching/training culture.</p> <p>Shows ability to encourage on-going learning both in self and others.</p> | <p>A,I,R</p> <p>I,R</p> | Shows scientific approach to problem solving. | A,I,R |
| Management Ability | <p>Commitment to effective departmental management and management of a multi-disciplinary group.</p> <p>Possesses sound business understanding.</p> | <p>A,I,R, AC</p> <p>I,R</p> | | |
| Standards | High ethical/professional standards | I,R | | |
| Transport | Ability to travel between Trust sites. | I | Own transport | I |

| | | | | |
|--------------------------------|---|----------------|--|--|
| | | | | |
| Leadership Skills | Ability to motivate and develop junior medical and other staff | I,R, AC | | |
| Registration | Full Registration with the General Medical Council | A,P | | |
| Health | Serologically tested for Hepatitis B immunity & Hepatitis C status. | P | | |
| Additional Requirements | The ability to understand and behave at all times, towards patients , visitors, colleagues according to the Trust values of Care, Excel and Innovate. This behaviour is outlined on the final page of this person specification. | | | |

Attending hospital is a stressful and anxious time for patients, carers and relatives.
We will show empathy, sensitivity, compassion and understanding at all times.

| | Behaviour we expect | Behaviour we will not accept |
|---------------------------------|---|---|
| Kind | <ul style="list-style-type: none"> ✓ Treat everyone in a friendly, courteous manner; smile & make eye contact ✓ Help anyone who appears lost ✓ Listen to the wishes and preferences of patients ✓ Treat patients & colleagues with dignity & respect ✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance | <ul style="list-style-type: none"> ✗ Forgetting we are here to provide a service to patients ✗ Criticising colleagues/disagreeing with them in front of patients, visitors and other staff ✗ Appearing unapproachable or moody ✗ Imposing personal beliefs and opinions on patients ✗ Blaming others/other departments for mistakes ✗ Wearing inappropriate dress/or having an unprofessional appearance ✗ Being unsupportive of change/of new ideas for improvement ✗ Moaning and demoralising others without making an attempt to change things |
| Safe | <ul style="list-style-type: none"> ✓ Follow the Trust procedures for hand hygiene ✓ Maintain privacy and ensure confidential information is kept safe and secure ✓ Learn from mistakes & ask for support where necessary ✓ Respond promptly to call bells, telephones & other requests for help ✓ Ensure appearance is professional & name badge visible ✓ Keep work area clean, tidy & pick up litter when you see it ✓ Use plain language & speak in English when carrying out duties | |
| Excellent | <ul style="list-style-type: none"> ✓ Provide consistently high quality care & service ✓ Look for better ways of working to achieve improvements ✓ Respect patients' time; apologise & explain if we keep people waiting ✓ Question poor practice process & behaviour ✓ Access opportunities for learning & development ✓ Uphold the values and be proud to be part of the Trust | |
| Care, Excel and Innovate | | |