

Candidate Pack

For

Urgent Care Centre General Practitioner



North Middlesex University Hospital NHS Trust is a medium sized District General Hospital based in Edmonton in Enfield, North London. We serve a diverse multicultural population largely from the London boroughs of Enfield and Haringey. Many of our patients live in wards that are within the 5% most deprived in the UK and a large proportion of our patients were born abroad. This makes it both a fascinating and a challenging hospital to work in.

Over the last decade we have rebuilt almost all of the hospital and now have facilities that we are proud to work in. We employ over 3,500 staff, more than half of whom live locally. We encourage apprenticeships from the local community and work closely with our local Health Watch.

We are primarily an emergency led hospital with more than 90% of our bed days being used for patients admitted via our emergency and ambulatory units. As well as offering everything you would expect from a major acute hospital we have a number of tertiary services treating patients with HIV and Sickle Cell Disease and a large cancer and radiotherapy service. We also run our local community Sexual Health Clinics.

We are proud of our staff and want to ensure their training allows them to provide excellent clinical care. We are also a training unit for medical students from UCL and St George's University Grenada, and for nursing and midwifery students from Middlesex and City Universities.

Our priorities:

1. **Providing Outstanding Care**

We will provide:

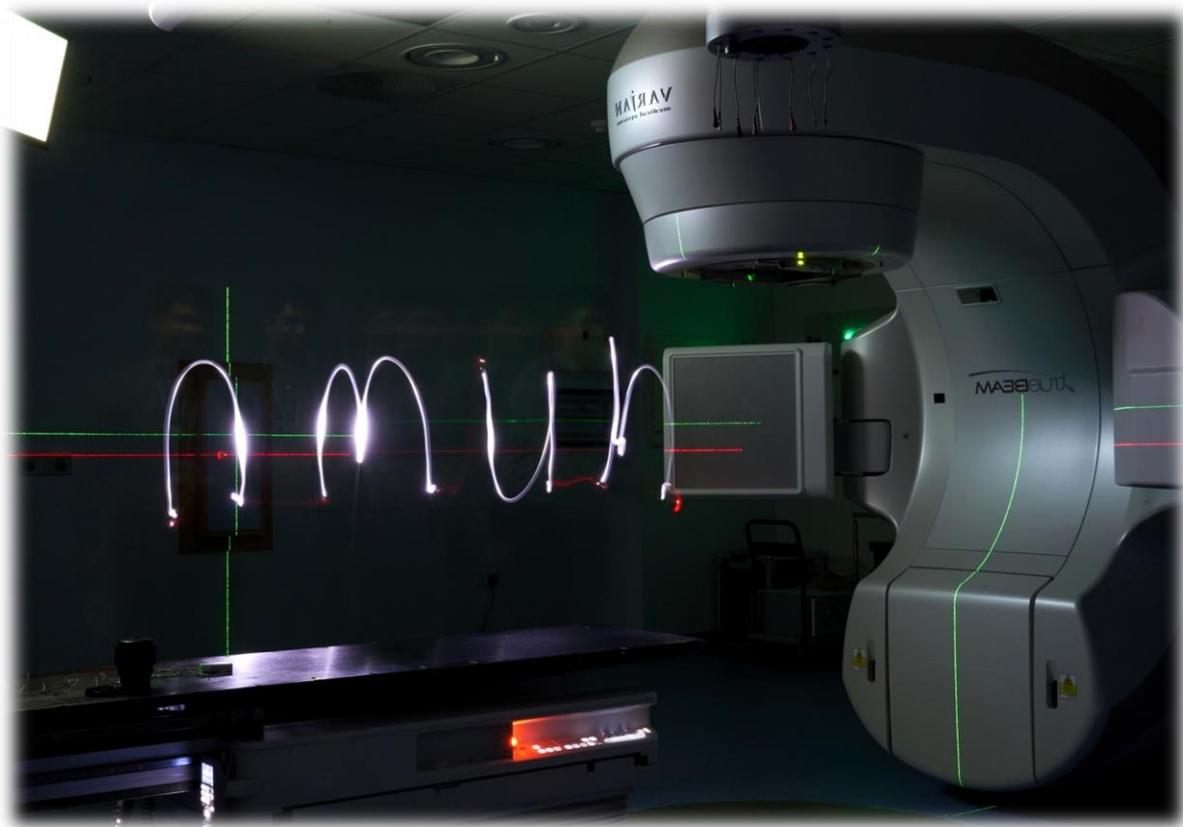
- Excellent outcomes for patients
- Excellent experiences for patients and staff
- Excellent value for money

2. **Partnering with Others**

We will work closely with our system partners to integrate health and care and broader public services, and guide you towards the best services for you.

3. **Keeping Healthy**

We will use every opportunity we have to promote wellbeing, providing information and education for our community.



Additional Information

Location

Situated in Edmonton, North London with a multi-cultural community, the area provides a wide range of facilities and is close to the heart of London. Central London is easily accessible, with Liverpool Street and Kings Cross approximately 30 minutes away by public transport.

Benefits

We want to attract the best and brightest people to work at NMUH and that means looking after you from the moment you apply for a role at the Trust and throughout your career with us. Our staff are our most valuable asset and we believe that investing in colleagues is crucial if we want to enable everyone to reach their full potential.

Learning and Development

As a University Trust, we recognise the importance of investing in our workforce to continue to deliver the right care in the most effective way, based on a sound evidence base and continuing professional development. We offer:

- A structured leadership and management development programme
- Core skills statutory and mandatory training programmes
- A 'one-stop' induction programme for all new staff – introducing you to the Trust,

our values and our services

- A structured programme of learning for trainee doctors, student nurses and students across allied health professions
- A coaching network where trained coaches throughout the Trust are matched with staff of all disciplines to provide a powerful development opportunity
- A wide range of Continued Professional Development (CPD) opportunities, working with
- partners – such as Middlesex University and University of Hertfordshire, to deliver training and development programmes and support

Health and Wellbeing

We offer a Health Hub which helps improve staff health and wellbeing across the Trust – encouraging staff to step away from their work and think about their own health. This includes:

- Workshops, challenges and social events throughout the year
- Confidential and safe forums where staff can talk about the emotional impact of their work
- A equality and diversity staff network providing support to all staff
- Mindfulness bite size taster sessions
- Mini health checks
- Free, confidential counselling services 24/7
- Reduced gym rates at a number of local health clubs/gyms

Pay and Annual Leave

- Generous annual leave: starting at 27 days and increasing after five and 10 years
- Maternity/paternity and shared parental leave schemes
- Sick pay for all substantive and permanent staff
- Range of flexible working options across the Trust including compressed hours, term time contracts, part-time working etc.
- One of the best pension schemes in the UK

Road Access and Public Transport

Situated on the North Circular Road, the hospital is within very easy reach of the M25, M1, A1, A10 and A12. The hospital is situated close to the residential districts of North London including Enfield and Winchmore Hill, which all have an excellent environment and schools.

Silver Street main line railway station is a 5-minute walk away, with services direct to Liverpool Street Station and Seven Sisters underground Station.

Follow us on social media





Our Values and Expected Behaviours

You are part of Team North Mid, a workforce over 3,500 strong. A big part of working here is having a culture and values that help us to achieve our vision of delivering outstanding care to local people.

We are caring:

What it means	Our behaviours
<ul style="list-style-type: none"> We are compassionate and take time out to check on colleagues and patients We are understanding and recognise each other as individuals We are committed to improving our community for colleagues, patients and carers 	<ul style="list-style-type: none"> Showing empathy Being curious Showing humility Listening to others

We are fair:

What it means	Our behaviours
<ul style="list-style-type: none"> We respect and understand each other's differences and backgrounds We are consistent with providing realistic, clear expectations and constructive feedback <p>We are always looking for opportunities to develop all our staff and our services</p>	<ul style="list-style-type: none"> Being consistent Listening to others Supporting each other

We are open:

What it means	Our behaviours
<ul style="list-style-type: none"> We embrace change and continuously challenge ourselves and colleagues to create meaningful improvement We ask for help when we need it; we offer help when we see a colleague struggling and we are always open to challenge We actively look for new ways of working and explore new partnerships across teams, divisions and organisations 	<ul style="list-style-type: none"> Speaking up Being curious Learning from mistakes

These values are extremely important to us and we expect everyone who works at the Trust in any capacity to share and uphold these values. Further information on the Trust's values is available on our website.

Care and Compassion

Ensure that any escalation of care concerns or safeguarding escalations are made robustly through the appropriate channel. Undertake audits and where appropriate cooperate with the corporate nursing team to maintain Trust standards of care.



Job Description

Position: GP Urgent Care Centre (UCC)

Salary/Band: £118,220 inclusive

Location: Emergency Department, North Middlesex University Hospital

Hours: TBC

Responsible to: UCC Lead GP (clinically), Service Manager (administratively)

Accountable to: Emergency Department Clinical Director

Key Working Relationships

Staff at all levels including Service Manager, Lead Nurse, Lead GP, executive and non-executive directors, clinicians and departmental managers and external organisations including CCGs and CSUs as well as local authorities.

Job Summary

The post holder will be responsible for the delivery of high quality urgent care based at North Middlesex University Hospital.

The GP will deliver care of the highest clinical standards and will work in conjunction with the UCC Lead GP, Service Manager and the nursing team to ensure effective overall performance of the UCC.

At all times the post holder will act in a manner consistent with the GMC's Good Medical Practice and North Middlesex University Hospital values.

Introduction to the Department

The Emergency Department has just completed a major re-development to provide state of the art facilities with an integrated Urgent Care Centre. The Emergency Department is operational 24 hours a day, however the Urgent Care Centre is open 9am-Midnight, 7 days a week and candidates will be expected to work a mix of social and non-social hours to flexibly cover these hours with the rest of the GP team. Your work in the department will be supported by an excellent team of Emergency Nurse Practitioners and GPs, working in conjunction with a clinically lead, supportive management team in the ED. These are innovative posts and are part of a plan to provide a high quality Urgent Care service to our patients.

Organisation Chart

Our
values



Duties and Responsibilities:

General

- To provide triage where required in the Initial Assessment Unit, where walk-in patients are both streamed, seen and treated as needed
- To provide complete consultations with assessment, treatment and management of patients of all ages presenting with primary care problems at the UCC
- To record full clinical notes using the UCC IT systems
- To complete coding requirements on the clinical record in line with the Trust and North Middlesex University Hospital requirements
- To complete all admin work relating to consultations
- To work as part of the wider clinical team- supporting Nurse Practitioners, HCAs, and GP colleagues and training Doctors
- To manage referrals of UCC patients to acute specialties, A&E or community services where required
- To support the redirection of patients to their registered GP where appropriate
- To give education to patients on healthy living and disease prevention
- To give education to patients on appropriate use of NHS services
- To prescribe medicines in accordance with UCC formulary and dispense medicines from stock where available
- To complete discharge letters for all patients seen in the UCC
- To use all internal and external referral pathways for patients in the UCC
- To adopt a reflective approach to clinical practice, to report all incidents and work with the team to investigate incidents
- To prepare responses for any complaints concerning his / her work
- To follow the UCC child safeguarding and vulnerable adults policy
- To restrict the use of diagnostics according to the specification of the UCCs
- To maintain full registration with the GMC and have full medical liability insurance
- Contribute to clinical audit activity where necessary
- Attend team meetings and other meetings as necessary

Education Training and Development:

- Engage in appropriate professional development activities in order to maintain clinical competence and performance by attending Centre staff meetings and joint educational meetings
- Contribute to the facilitation of a suitable educational environment in which to support the development and learning of junior doctors, nurses, medical and nursing students on placement
- Undertake teaching sessions as required to undergraduate and post-graduate staff within the multi-disciplinary team, if required
- Ensure that practice is evidence based and in line with national or other given standards
- Undertake mandatory and statutory training
- Keep up to date with local emergency procedures, undertaking training as required

Personal & professional development

Annual reviews

- Participate in the revalidation process as required by the GMC as required

- Participate in own annual NHS appraisal and support others as required
- Participate in annual North Middlesex University Hospital appraisal

Development of others

- Be an effective role model and resource for the UCC team and other members of the multidisciplinary team.
- Maintain clinical excellence within the department and provide education and training – both formally and informally – for colleagues.

Patient information and records

Confidentiality

- The post-holder must adhere to the following guidance on confidentiality and work to the standards detailed in the GMC's Good Medical Practice:
 - In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
 - In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the company as a business organisation. All such information from any source is to be regarded as strictly confidential.
 - Information relating to patients, carers, colleagues, other healthcare workers or the business of the organisation may only be divulged to authorised persons in accordance with the organisation's policies and procedures relating to confidentiality and the protection of personal and sensitive data.
 - The post holder must always keep all patient-related information confidential; this includes if the patient is deceased and if the post-holder is no longer employed by North Middlesex University Hospital.

Patient electronic records

- Document full and accurate records of assessments, investigations, procedures, treatments and aftercare. Documentation should be in accordance with agreed standards of record keeping (such as the RCGP urgent care audit tool) and be recorded in the patients' electronic notes on the clinical system
- Encourage colleagues to maintain good and complete records.
- Work closely with the reception team and the administrator, ensuring all records pertinent to patients are scanned and filed as appropriate.
- Contribute to the development of computer-based patient records.

Policies & Guidelines

- Maintain awareness of and comply with all relevant company policies/guidelines, e.g. prescribing, confidentiality, data protection, health and safety, safeguarding
- Participate in and contribute to operational policy making, attending appropriate meetings and representing the UCC as required.
- Ensure service development and delivery follows local and national guidelines, for example and where applicable Enhanced Service agreements and contract key performance indicators.
- Ensure that the UCC complies with NHS / CCG / NHS England contractual obligations in relation to patient care

Health & Safety

- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Apply infection control measures within the UCC according to local and national guidelines
- Use personal security systems within the workplace according to UCC and organisational guidelines
- Assist in identifying and reporting any risks involved in work activities and undertaking such activities in a way that manages those risks
- Report all incidents and near misses and work with the management team to share learning from all incidents.
- Be a reflective practitioner and record all incidents in your NHS appraisal portfolio.

Quality

The post-holder will strive to maintain quality within the UTC, and will:

- Ensure a high and improving level of patient satisfaction
- Alert other team members to issues of quality and risk
- Assess their own performance and take accountability for their own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources
- Be aware of contractual performance targets and contribute to all work to achieve them.

Equality and Diversity

- Support the equality, diversity and rights of patients, carers and colleagues, to include:
 - Acting in a way that recognises the importance of people's rights, and interpreting them in a way that is consistent with practice procedures and policies, and current legislation
 - Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
 - Behaving in a manner which is welcoming, non-judgmental and respects the circumstances, feelings, priorities and rights of every individual.

Communication

- Demonstrate politeness, courtesy, respect and sensitivity in dealing with patients/ clients, visitors/relatives and colleagues, maintaining good customer relations.
- Adapt communication skills to meet the needs of patients who may have barriers to understanding.
- Work cohesively with all members of the team in ensuring that the very best services to patients are provided at all times.

Other

- This job description is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken. The post holder will be expected to undertake any other duties that may be requested by the line manager in order to facilitate the smooth running of the service.

- North Middlesex University Hospital is constantly evolving and subject to change, therefore this job description is subject to review dependent on the needs of the service and the company. Any amendments will be discussed with the post-holder.
- The post is subject to the Terms and Conditions of Employment of North Middlesex University Hospital.

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Policies are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder

PERSON SPECIFICATION

Post: Urgent Care Centre GP

Department: Emergency Department

ATTRIBUTES/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
Education and qualifications	<ul style="list-style-type: none"> • Full registration with the GMC • MRCGP trained 	<ul style="list-style-type: none"> • Special interest in UCC and A&E 	<ul style="list-style-type: none"> • A&I
Skills and abilities	<ul style="list-style-type: none"> • Excellent communication skills • Team player • Adaptable/Flexible/energetic and enthusiastic • To be a reflective practitioner 		<ul style="list-style-type: none"> • A&I
Experience	<ul style="list-style-type: none"> • A minimum 1 year GP experience • Significant A&E or UCC experience • Experience of teaching/supervision • Experience of clinical governance processes 	<ul style="list-style-type: none"> • Experience of using clinical system Careflow EPR 	
Personal qualities	<ul style="list-style-type: none"> • Collaborative • Able to engage with team/dept 	<ul style="list-style-type: none"> • Challenge accepted practice • Drive change 	<ul style="list-style-type: none"> • A&I
Values	<ul style="list-style-type: none"> • Demonstrable ability to meet Trust values 		<ul style="list-style-type: none"> • A&I
Other requirements			