

## Job Description & Person Specification

Job Title	GP Urgent Care Centre (UTC)
Location	Regional
Reports to	UTC Lead GP – Service Manager

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### Job Summary:

The post holder will be responsible for the delivery of high quality urgent care based at xxxxxxx

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

At all times the post holder will act in a manner consistent with the GMC's Good Medical Practice and Greenbook Healthcare's values

### Key Responsibilities:

- To provide triage where required
- To provide complete consultations with assessment, treatment and management of patients of all ages presenting with primary care problems at the UTC
- To record full clinical notes using the UTC IT systems
- To complete coding requirements on the clinical record in line with the Trust and Greenbrook 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

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- To manage referrals of UTC patients on 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 UTC formulary and dispense medicines from stock where available
- To complete discharge letters for all patients seen in the UTC
- To use all internal and external referral pathways for patients in the UTC
- To adopt a reflective approach to clinical practice, to report all incidents and work with the team to investigate incidents

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- To prepare response for any complaints concerning his / her work
- To follow the UTC child safeguarding and vulnerable adults policy
- To restrict the use of diagnostics according to the specification of the UTCs
- 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 Greenbrook appraisal
  
- Development of others
- Be an effective role model and resource for the UTC team and other members of the multi-disciplinary 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.

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- 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 Greenbrook Healthcare.
- 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 UTC 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 UTC 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 UTC according to local and national guidelines
- Use personal security systems within the workplace according to UTC 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

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- 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.

#### Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following rules and regulations that may from time to time be in force and ensure full understanding of those rules and regulation relevant to the role. In addition at all times the job holder must act in accordance with the Company's policies and regulations.

## Our Values

- To act in accordance with "Our Values" at all times in delivering their role, ensuring reliability, respect, trust, integrity, timeliness and innovation is a fundamental part of their behaviour.

## Continuous Personal Development

- To contribute to their own personal development and participate in an appraisal and regular performance reviews.

## Conduct

- To demonstrate professional and ethical behaviours at all times when liaising with internal and external colleagues.

## Confidentiality

- Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

## Equality and Diversity

- Actively promote equality and diversity and encourage colleagues to do the same.

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- Direct staff as necessary to ensure compliance with the Companies policies to ensure no discrimination occurs irrespective of gender, age, marital status, disability, sexuality, race, colour, religion, ethnic or national origin.
- Support a zero tolerance approach to bullying and harassment in all forms, and to lead by example in this area.

## Health, Safety & Security

- Comply with the Companies health and safety policies, procedures and guidelines and ensure that appropriate arrangements are in place.

## Hours of Work

- The Company is operational 24 hours a day, 365 days a year. Part of the normal working period may be outside of normal office hours.
- You may be required to participate in some out of hours work to support business needs and developments.

## Safeguarding

- It is the responsibility of every member of staff to safeguard and protect vulnerable adults from abuse. All staff are expected to undertake mandatory training relevant to the role. All staff should familiarise themselves with the Companies Policy on “Safeguarding Vulnerable Adults” which is available on the intranet.
- The Company is committed to the safeguarding of children and young people and has signed up to across all services with which the post holder must be familiar with and adhere to.

### Person Specification:

<b>Attribute/Skills</b>	<b>Essential</b> <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	<b>Desirable</b> <i>(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)</i>	<b>Measurement</b> A/C/P/R/T
Qualification & Skills	<ul style="list-style-type: none"> <li>• Full registration with the GMC</li> <li>• MRCGP trained</li> <li>• CCT</li> <li>• On medical performers list</li> </ul>	<ul style="list-style-type: none"> <li>• Special interest in UTC and A+E</li> </ul>	A/I

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Experience	<ul style="list-style-type: none"> <li>• A minimum of 3 years GP experience</li> <li>• Significant A&amp;E or UTC experience</li> <li>• Experience of teaching / supervision</li> <li>• Experience of Clinical Governance processes</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using clinical system Aadastra</li> </ul>	A/I
Communication & People Skills	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Team player</li> <li>• Adaptable /Flexible / energetic and enthusiastic</li> <li>• To be a reflective practitioner</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge accepted practice</li> <li>• Drive change</li> </ul>	A/I
Organisational Skills	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	
Specialist knowledge/skills	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	
Physical Skills	<ul style="list-style-type: none"> <li>• Able to pass pre-employment checks</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	P

A – Application Form    C – Certificate    I – Interview    P – Pre-employment Screening    R – References    T – Tests/presentation

This job description and person specification reflects the current requirements of the role. As objectives, duties and responsibilities change and develop; the job description will be reviewed and amended or updated as required.

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