



JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

JOB DETAILS

Job Title:	Salaried GP - CAV 24/7
Pay:	Salaried GP Pay Scale (3 tiered)
Department:	CAV 247
Directorate:	Urgent Primary Care
Clinical Board:	Primary, Community and Intermediate Care (PCIC) Clinical Board
Base:	Variable: University Hospital of Wales (UHW) / Barry Hospital (BH)/ Cardiff Royal Infirmary (CRI) / St David's Hospital / Urgent Primary care Hubs in Cardiff and Vale UHB*

*Other sites at which duties are performed: In view of the fact that the organisation is currently undertaking a review of its services and the locations at which they are undertaken, it is important to be aware that work patterns may change and the place(s) of duties modified

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Clinical (Nursing) / Operational Lead
Professionally Responsible to:	Clinical Director

Values & Behaviours

Cardiff and Vale University Health Board has identified a framework of Values and Behaviours which should underpin the work of its staff in order to achieve success for the organisation (see below). These can also be closely aligned with the principles of 'Good Medical Practice' standards as published by the General Medical Council.

The Health Board is committed to ensuring that the staff they employ have values and behaviours which are aligned with those of the organisation, thereby ensuring that appointees will be able to make an ongoing contribution to the positive culture of the organisation and meet the required standards of behaviour to patients, carers and the public and to one another.

As part of the UHB's commitment to Values Based Recruitment, interview candidates can expect to be asked questions which encourage them to talk about themselves and provide insight into their personal values and behaviours.



OUR VALUES	OUR BEHAVIOURS How we are with patients, families, carers and colleagues	
	What we want to see from individuals and teams...	What we don't want to see from individuals and teams...
Kind and caring		
Welcoming	We will smile, be friendly, welcoming, polite and approachable	We will not be abrupt, rude, show aggressive behaviour, shout or bully
Put people at ease	We will put others at ease, be patient, calm and reassuring	We will not ignore people or fail to offer support and we won't leave people scared and anxious
Values other people's time	We will make time for people, consider their needs and make people feel comfortable	We will not be 'too busy', in a rush or say we can't make time for others
Compassionate	We will be kind, compassionate and look out for others	We will not make people feel stupid, belittled or treat people as an inconvenience
Respectful		
Understanding	We will put ourselves 'in other people's shoes' and show empathy and understanding	There will be no hierarchy, no egos, no lack of understanding for other's needs
Attentive and helpful	We will be helpful and attentive to the needs of others, protect people's dignity and respect people's time	There will be no poor planning and inefficiency, we will not waste people's time or keep people waiting
Respectful	We will value everyone as an individual and treat people equally and fairly	We will not put people under pressure or show favouritism, not be unfair or leave people feeling disempowered
Appreciative	We will recognise people's strengths, say thank you and celebrate success, empower and bring out the best in others	We will not blame and criticise or make judgments or assumptions. We will not take people for granted or forget to say 'thank you'
Trust and integrity		
Listens	We will take time to listen to and consider other people's views	We will not ignore other people's views or ideas or be dismissive of other's opinions
Clear communication	We will communicate honestly and openly, offer clear explanations, keep people informed and updated	We will not have unclear communication, a lack of transparency or give misleading or contradicting information
Teamwork	We will involve others, work as a team, share information and follow up	We will not make decisions in isolation and fail to communicate with other teams / services
Speaks up	We will seek and give feedback, encourage and support people who speak up	We will not make people feel afraid to speak up and constructively challenge or reject feedback
Personal responsibility		
Positive	We will be enthusiastic, positive, pro-active and have a 'can do' approach	We will not be negative, moan, complain, and we will not 'sit back'
Professional	We will be professional, consistent, a role model and lead by example	We will not be unprofessional, inconsistent or lack pride in our work
Excel	We will take ownership and responsibility for providing a safe and excellent service	We will not pass the buck, say 'it's not my problem' and fail to deliver on our promises
Keeps improving	We will be committed to learning and improving and developing ourselves and others	We will not put up barriers to new ways of learning and doing things



JOB SUMMARY/JOB PURPOSE

To provide urgent healthcare to the people of Cardiff & Vale.

The post holder will be a fully participative member of CAV 24/7. Duties will include providing consultations with the Out of Hours Team, in Primary Care Centres, home visiting, triaging calls as appropriate and any administration associated with patient care. There will also be a requirement for the postholder to work off-site within transitional care units and within the urgent primary care hubs (if this is included within agreed job profile). This post will also enable the opportunities to widen their scope of practice, an example of this would be working within the Emergency Unit or Minor Injury Units. (This would need prior approval via the Clinical Director). The post holder will be expected to develop and support the dissemination of best practice which would include the delivery of staff training for other disciplines within the service. The post holder will assist the Clinical Director in ensuring Clinical Governance is fully embedded in the work of the team. There is a requirement that the postholder will be flexible when undertaking duties for the service. In order to meet the demands of the service, there is an expectation that the Clinicians duties may vary whilst on shift.

DUTIES AND RESPONSIBILITIES

Integral to the responsibilities of the post are the following requirements: -

- To ensure the provision of a first-class clinical service
- To provide effective leadership to all staff engaged in the specialty
- To encourage multi-disciplinary team working
- To sustain and develop teaching wherever appropriate
- To undertake all work in accordance with the C&V UHB's procedures and operating policies
- To undertake clinical practice in accordance with contractual requirements and within the parameters of the CAV 24/7 and C&V UHB's service plans
- To demonstrate the UHBs Values and Behaviours at all times, ensuring patient centred care

The post holder is required to attend all sessions appropriately dressed in line with the UHB dress code policy. In addition, the post holder must ensure that they attend all shifts with a fully equipped medical bag comprising of; Stethoscope, Blood Pressure Machine, Thermometer, Pulse Oximeter, Glucometer and Tendon Hammer.

As an employee of the Cardiff & Vale University Health Board (C&V UHB) the post holder will work in close co-operation with, and support other clinical, medical professionals and managerial colleagues in providing high quality healthcare to the Health Board's patients.

Specific Responsibilities of the Post

Normal duties, workload and important non-clinical roles will all be articulated through a Job Plan.

Clinical



- To provide Out of Hours Urgent Primary Care to the residents and visitors to Cardiff & Vale, working to a high quality and with other team members on a rota basis.
- To provide clinical advice for the phone first for EU, the transition ward and urgent primary care hubs.
- To respond to medical problems presented by patients, including history taking, examination and investigation where appropriate, diagnosis, treatment and referral as needed.
- Ensuring that adequate and appropriate clinical records are maintained for all manual and computerised systems.
- To be part of a team that delivers care as appropriate and when necessary to community hospitals and mental health units.
- To conduct clinical practice in accordance with contractual requirements within the parameters of CAV 24/7 and C&V UHB's agreed objectives.

Quality and Standards

- To be familiar with and actively promote adherence to the regulatory framework including NICE and National Service Framework Guidance
- To be familiar with and adhere to the GMC Good Medical Practice guidance
- To undertake all work in accordance with the C&V UHB's procedures and operating policies
- Adhere to the C&V UHB's prescribing guidelines

Patient Experience

- To monitor and respond to measures of patient experience

Patient Safety

- To work actively to reduce unintended harm to patients
- To contribute actively to the content areas of patient safety campaigns
- To adhere to the C&V UHB Clinical Incident Policy
- To respond in a timely manner to all requests in the investigation of a complaint and outlined in the Putting Things Right document
- To work in collaboration with the safeguarding team

Personal Development

- To attend accredited conferences and meetings to update personal level of clinical practice, teaching and management skills in line with CME requirements
- To participate in an annual Job Planning Review process
- To participate in the Annual GP Appraisal process

Management (as agreed with Clinical Director)

- To provide medical information for the development of systems appropriate for the C&V UHB needs
- To participate in departmental staff meetings including the CAV 24/7 Clinical and Non-Clinical Forums
- To attend other departmental, Divisional and Health Board meetings as necessary
- To attend regional and national meetings as requested by the Clinical Director
- Additional expenses of any kind will not be committed without the prior approval of the appropriate manager/budget holder

Teaching/Training (as agreed with Clinical Director)



- To provide conditions for improved training opportunities in line with national and local recommendations
- To participate in the development of the CAV 24/7 CPD programme
- To participate in GP registrar supervision (must have completed registrar supervisor training)
- Where agreed, to act as a Mentor to allied health professionals

Audit (as agreed with Clinical Director)

- To undertake regular audit of clinicians working in the service using the modified RCGP toolkit

Learning Organisation (as agreed with Clinical Director)

- To be involved in and actively manage complaints and any medico legal claims in their area of practice, management of serious incidents and responsibility for sharing any organisational learning from these.

The post holder has a general duty of care for their own health, safety and wellbeing and that of work colleagues, visitors and patients within the CAV 24/7 service. This statutory duty is in addition to any specific risk management or clinical governance accountabilities associated with the post.

Finally, the post holder is expected to:

- Observe the rules, policies, procedures and standards of C&V UHB together with all relevant statutory and professional obligations
- Observe and maintain strict confidentiality of personal information relating to patients and staff
- Be responsible, with management support, for their own personal development and to actively contribute to the development of colleagues

Location

Administratively, the principal place of work for this post is currently the Cardiff Royal Infirmary but can be any of the Primary Care Centres at the Barry Hospital, University Hospital of Wales, St David's Hospital, or in one of the Urgent Primary Care Hubs in CAV. The post holder will generally be expected to undertake their programmed activities at the principal place of work or other locations agreed in the Job Plan. Exceptions will include travelling between work sites and attending official meetings away from the workplace. The post holder may be required to work at any site within the C&V UHB, including new sites.

Review

This job description will be regularly reviewed. It is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder.

The Job Plan

In line with the terms and conditions, the final job plan is subject to the agreement of the C&V UHB through the Clinical Director, Clinical (Nursing) and Operational Lead and the appointee. An example job plan can be found in Appendix 1.



GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the Appraisal process
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.



- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.



PERSON SPECIFICATION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Salaried GP - Cardiff & Vale GP CAV 24/7

Requirements	Essential	Desirable	Measurable by
Qualifications	<ul style="list-style-type: none"> - Full GMC Registration with Licence to Practice - PMETB or JCPTGP Certificate - MRCGP or equivalent - Applied to Welsh Performers List within the last 2 months 	<ul style="list-style-type: none"> - Relevant Higher Degree e.g. MD; PhD; MSc - Diploma in Clinical Care particularly relevant to OOH Medicine e.g. Diploma in Therapeutics, Palliative Care - Section 12 Approval Mental Health Act - Currently on Welsh Performers List 	Application
Clinical Experience	<ul style="list-style-type: none"> - Broad based experience in General Practice - Knowledge of UK hospital systems (or equivalent) - Knowledge and participation in CPD - Competence in General Medical Services - Able to apply knowledge - Safe and effective written and verbal communication skills, including the use of telephone consultation - Meet the requirement of the GMC's "Good Medical Practice" 	<ul style="list-style-type: none"> - Experience of NHS General Practice, including Out of Hours - Experience with Adastra (commonly used OOH clinical software system) - Experience with local NHS Services - Evidence of above average performance - Recent Minor Surgery experience 	Application / Interview
Clinical Governance	<ul style="list-style-type: none"> - Evidence of participation in clinical audit and understanding role of audit in improving medical practice - Comprehension of core philosophy and building blocks of Clinical Governance 	<ul style="list-style-type: none"> - Knowledge of risk management 	Application / Interview
Research	<ul style="list-style-type: none"> - Experience and knowledge of critical appraisal of evidence 	<ul style="list-style-type: none"> - Evidence of initiating, progressing and concluding research projects with publication - Research degree 	Application / Interview
Teaching	<ul style="list-style-type: none"> - Evidence of organising programmes and teaching medical students and junior doctors - Willingness to teach medical undergraduates and postgraduates 	<ul style="list-style-type: none"> - Organisation of further teaching programmes in medical education - "Training the Trainers" experience - GP trainer 	Application / Interview



Management	<ul style="list-style-type: none"> - Knowledge of the management and structure of the NHS 	<ul style="list-style-type: none"> - Evidence of management training 	Application / Interview
IT Skills	<ul style="list-style-type: none"> - Good keyboard skills - Able to access and use email effectively 	<ul style="list-style-type: none"> - Experience using Microsoft office programmes ie Word / PowerPoint / Excel etc 	Interview
Personal Qualities	<ul style="list-style-type: none"> - Ability to cope with pressurised situations and undertake responsibility - Excellent interpersonal skills and team-working skills - Ability to work as part of a multidisciplinary and multi-agency team - Ability to work flexibly in response to the changing needs of unscheduled primary care 	<ul style="list-style-type: none"> - Evidence of leadership attributes - Motivational skills 	Interview
Other Requirements	<ul style="list-style-type: none"> - Ability to fulfil all duties of post, including the ability to travel to meet requirements of the post 	<ul style="list-style-type: none"> - Ability to speak Welsh or willingness to learn - Ability to speak other languages 	Application / Interview



Appendix 1

Job Plan - Subject to change on appointment

Day	Time	Location	Work	SPA or Clinical Time (CT)	Hours
Monday	AM	CRI	Base/Mobile/Triage	CT	5
	PM				
	Evening				
	Overnight				
Tuesday	AM	CRI	Triage	CT	5
	PM	Transition Unit	Triage/Ward Rounds	CT	4
	Evening				
	Overnight				
Wednesday	AM				
	PM				
	Evening				
	Overnight				
Thursday	AM				
	PM	Home/Base	Audit	SPA	3
	Evening				
	Overnight				
Friday	AM				
	PM				
	Evening				
	Overnight				
Saturday	AM				
	PM				
	Evening	Barry	Base/Mobile/Triage	CT	3
	Overnight				
Sunday	AM				
	PM				
	Evening				
	Overnight				
Complete Total					20