



## **JOB DESCRIPTION**

Job Title:	F2F General Practitioner, Out of Hours Service (OoHs),
Responsible to:	Medical Lead for the OoH service
Reporting to:	Operational Manager and Clinical Lead Specialist/Nurse Consultant for First Contact Care Pathway
Accountable to:	Head of Service for First Contact Care Pathway
Place of work:	Clinic locations
Hours:	Substantive or Sessional
Author:	Dr Shamim Rahman
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Last Updated:	
Version:	1

## **ABOUT**

Oxford Health NHS Foundation Trust's (OHFT) newly configured First Contact Care pathway comprises a number of services which provide same day urgent care to patients when normal primary care services are closed and an alternative to the Emergency Department as a point of first contact for illness and injury.

One of the key components in this pathway, is Oxford Health's Out of Hours Service (OoHs) which provides urgent medical care to patients registered with a GP practice in Oxfordshire (and visitors to the area) from 6.30pm to 8.00am on weekdays and around the clock at weekends and bank holidays.

Access to the service is predominantly through NHS 111 however the team will also manage cases referred from other Health Care Professionals, including Community Hospitals, Ambulatory care, Emergency Ambulance services and patients who walk in to one of 6 OOH bases located in Oxford, Abingdon, Witney, Henley, Bicester and Banbury. A team of skilled clinicians working in telephone triage will respond to calls forwarded by 111 and either completely manage the urgent care need over the phone or organise a face to face consultation with clinicians in a base or via a home visit.

Our team of clinicians is proudly multidisciplinary and includes GPs, Nurses and Paramedics who are supported by a team of nursing assistants, drivers, receptionists, operational and management personnel. Working together, the team aim to provide an efficient service that is based on meeting the needs of the individual, ideally as close to their home as possible, adopting an 'ambulatory by default' methodology.

This is further enhanced by our ability to work in conjunction with colleagues in Oxford Health's Emergency Multi-Disciplinary Units located currently in Witney and Abingdon, Rapid Access Care Unit (RACU) in Henley and Community Integrated Locality Teams including district nurses and the Hospital at Home service.

The John Radcliffe Hospital in Oxford and Horton General Hospital in Banbury are available for referrals to the acute Trust when clinically necessary.

## **JOB PURPOSE**

The post holder will be directly employed by OHFT and this can be on a substantive or sessional (bank) basis - a combination of these roles is also possible. As a GP working within the OoHs they will use their clinical expertise and professional knowledge to assess and manage patients in face to face settings, working as part of a multi-disciplinary team to deliver a high quality and patient centered service when normal primary care is closed.

Shifts are of varying length and this particular role focuses on sessions of work whereby the GP will provide one of home visits, base visiting (patients attending at one of our clinics) and/or overnight shifts (all GPs are required to support the telephone triage team in between seeing face to face patients). For solely telephone triage work, please see the separate job description and advert.

## **TRAINING AND EDUCATION**

### **Research and Audit, Training and Education at Oxford Health NHS FT**

As a leading teaching, training and research trust, we have close links to the Universities of Oxford and Oxford Brookes, Buckinghamshire, Reading and Bath. We are part of the Oxford Academic Health Science Centre, working closely with our university colleagues to translate their findings into clinical care as quickly as possible, enabling people using our services to benefit from the latest advances in healthcare.

We are committed to delivering high standards of timely clinical care and will strive to ensure that there is an intrinsic link between quality care, research-based practice, continuing education and the development of the Urgent and Ambulatory Care Service.

The Trust actively participates in undergraduate and postgraduate medical training, including GP training and has forged close links with departments of primary health care and Departments of Psychiatry within Oxford University and the Oxfordshire Deanery. Post-registration non-medical training is provided by the Trust in conjunction with University of West London and multidisciplinary support is encouraged.

GPs will be expected to contribute to the research within the service and participate actively in audit for the benefit of individual practice or service wide developments. There are opportunities to work as a GP supervisor Registrars following appropriate training and this is welcomed.

## **DUTIES AND RESPONSIBILITIES**

### **Clinical Duties**

- Aim to provide timely high quality clinical care and assessments during base visits (average 1 every 20 minutes) and home visits.
- To support telephone triage in between patients requiring face to face care
- To deliver personalised, evidence informed medical care to all patients in contact with OoHs.
- To provide advice, treatment and onward referral as appropriate.
- To adhere to local prescribing guidelines.
- Keep good quality up to date medical records including ensuring appropriate documentation and coding is used to provide consistent audit and monitoring of the service.
- To provide clinical advice and support to non-medical team members as requested.
- To work in close partnership and liaison with primary care, acute and specialist services, Urgent Community Response (UCR), Hospital at Home, Single Point of Access (SPA), Community Services, social services, mental health services and voluntary services both clinically and in relation to service development.

### **Operational Policies/Procedures**

- To abide by the service contracts as provided including booking/cancelling shifts in a timely manner and informing the rota team or service managers (as appropriate) of any changes as soon as possible.
- If working sessionally there is no longer an expectation to undertake a minimum number of sessions per month although our operational team may follow up with individuals to check that they wish to remain on our database and confirm skills and expertise are being maintained.
- To have and maintain awareness of OHFT and OoH policies including information available from newsletters and clinical governance feedback.
- To refer to OoH clinical guidelines to support practice.

### **Patient and Family/Carer Experience**

- To promote user and carer engagement.
- To act upon feedback and actively participate in complaints/incidents procedures where necessary.

### **Standards of Practice**

- To act as a role model for clinical staff demonstrating and promoting the organisation and service core values, beliefs and professional behaviours.
- Maintain best practices through appropriate use of research evidence and national guidelines, e.g. NICE.
- To be actively involved in the audit of own and service outcomes as required.
- Maintain mandatory training.

### **Service development**

- Deliver ongoing clinical and operational improvements to enhance safe and effective delivery of the sub-acute urgent and ambulatory care pathways.
- Support the maintenance and optimisation of capacity and flow.
- Work with service managers and Directorate to redesign services as required
- Participate in prescribing and medicines management initiatives.

### **Job Planning**

For substantive GPs a job plan will be discussed with the Operational manager and Medical lead for the OoH service.

### **Salaried GPs:**

- Willing to work flexibly to meet the demands of patient's accessing the service e.g. working varied case types such as telephone, base and home visits.
- Expectation of successful candidate working a variety of shifts that include evenings, weekends and overnights by agreement.
- Flexibility to work from a variety of base locations if required by exception.
- Are entitled to continuing professional development time (see own contract for details)

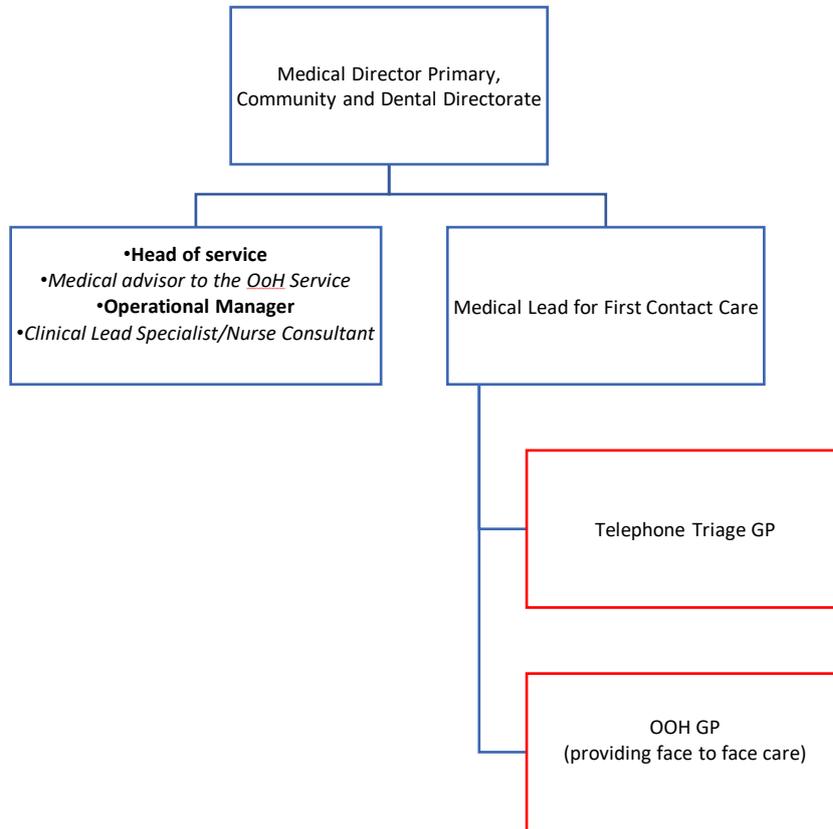
Activities may include the following, but not exhaustive:

- GP registrar training
- Medical education (Clinical and/or Educational Supervision)
- Continuing professional development
- Formal teaching
- Audit
- Appraisal and revalidation
- Research
- Clinical management
- Local clinical governance activities

### **Sessional GPs:**

- Can offer flexibility in shift cover which is agreed with the rota management team.
- No absolute requirement to undertake minimum number of sessions per month but advisable to undertake some regular work to maintain skills and expertise if not being maintained in normal general practice
- Cancellations should be made with at least 7 days' notice unless due to sickness.
- Availability to support GP registrar during clinical sessions (optional and requires prior completion of training)
- Although not part of a sessional role, all GPs are welcome to attend formal teaching and partake in audit, research, service design and delivery.

### **Organisational Structure – requires updating**



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## **CODE OF CONDUCT**

- To adhere to your Professional Code of Conduct.
- To uphold the principles and values set out in the NHS Code of Conduct.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the individual and the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulatory requirements (Care Quality Commission Registration - Regulations and Outcomes) that relate most directly to patients and strive for continuous quality improvement.

### **Personal Development**

- Substantive staff to actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan. Formal medical appraisal will be performed in accordance with NHS England guidelines.
- To take responsibility for own professional development ensuring professional standards are maintained.
- To attend any training as requested.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employee's, service users and service providers.

### **Health & Safety**

- To take responsibility for the health & safety of yourself and others at all times.
- To promote the Trust's Health and Safety policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control**

- To comply with Trust policies for infection control such as hand hygiene, decontamination policy, uniform and workwear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

### **Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the General Data Protection Regulation (GDPR) 2016, NHS Confidentiality guidelines (e.g. Caldicott) and any code of practice (GMC) and Service/ departmental policies.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To raise any matters of concern with your Line Manager.

### **Safeguarding**

- To recognise that promoting the welfare and safeguarding of children, young people and adults is everyone's business.
- To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

### **Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

### **General**

This job description is not restrictive or definitive in any way and should be regarded only as a guideline to the duties required, and may be amended in the light of changing circumstances following consultation with the post holder. The job description does not form part of the Contract of Employment.

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

**PERSON SPECIFICATION – table requires formatting**

<b>General Practitioner, Out of Hours Service (OoHs)</b>		
<b>Criteria for Selection</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Registration</b>	Full GMC registration with licence to practice as a General Practitioner  Inclusion on Medical Performers List	
<b>Qualifications</b>		MRCGP
<b>Experience</b>	Evidence of working in either in, or out of hours General Practice in the last 12 months	GP OOH Experience or other urgent care settings  Experience of working collaboratively with other health and social care providers
<b>Ability and Knowledge</b>	Ability to make appropriate assessments in the management of Primary Care patients  Good communication skills Computer skills  Ability to work flexibly across services  Ability to use the current evidence base and clinical audit to support decision-making	Experience of conducting clinical audit
<b>Personality</b>	Ability to work as part of a multidisciplinary team  Flexible approach  Commitment to supporting the team in development of services  Ability to accept and develop new ways of working  Ability to treat patients with care and compassion  Good command of English in all forms	