



**Incorporating
Central Middlesex Hospital
Ealing Hospital
Northwick Park Hospital
St. Mark's Hospital**

DIVISION OF EMERGENCY AND AMBULATORY CARE

Job Description

Job Title:	Bank General Practitioner – UEC
Division/Department:	Division of Emergency and Ambulatory Care
Responsible to:	Clinical Director
Reporting to:	Divisional Clinical Director, Emergency & Ambulatory Care
Grade:	General Practitioner
Hours:	Ad-hoc
Contract:	Bank
Location:	Northwick Park, Ealing, Central Middlesex Hospitals London North West University Healthcare NHS Trust
Key Working Relationships:	General / Service Manager, Lead Nurse, ED Consultants & Clinical Director, GP Lead.

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1. INTRODUCTION

THE TRUST

London North West University Healthcare NHS Trust

London North West University Healthcare NHS Trust is one of the largest integrated care Trusts in the country bringing together hospital and Local services across the boroughs of Brent, Harrow and Ealing. Our 9,000 staff, including 1,300 doctors and 4,000 nurses and serves a diverse population of approximately 850,000. The Trust was established in October 2014 following the merger of The North West London Hospitals NHS Trust and Ealing Hospital NHS Trust and has an annual budget of over £640 million.

This is a pivotal time for the Trust as we pursue a transformational programme of activity to improve the way healthcare is delivered across the acute and local settings in North West London. To evolve as an organisation, we must create an identity and culture that will support the ambitions we have for our services 'to provide excellent clinical care in the right setting by being compassionate, responsive and innovative.'

During this exciting period of opportunity and change, we have a clear plan to address our challenges and with the commitment of our teams we are making significant progress.

We continue to lead the way in a number of clinical services. Examples of excellence can be seen in our stroke service which is rated the best in the country and at St. Mark's Hospital, an internationally renowned specialist centre for colorectal diseases. We are also a leading provider in undergraduate and postgraduate medical training and education.

We are proud to be leaders in a number of clinical areas. Examples of excellence can be seen in our stroke service which is rated the best in the country and at St. Mark's Hospital, an internationally renowned specialist centre for colorectal diseases.

Key locations

Our hospital services are provided across four acute sites. These are **St Marks' Hospital; Northwick Park Hospital, Central Middlesex Hospital** and Ealing Hospital.

Northwick Park Hospital was officially opened by Queen Elizabeth II 1970. It is home to the hyper-acute stroke unit, one of only eight such units in London. In December 2014 Northwick Park Hospital's £21m state-of-the art A&E department

opened its doors and in January 2016 the new Acute Medical Unit opened providing a total of 63 new beds across the Crick, Darwin and Elgar wards. Medical research, both preclinical and clinical, has been a key feature of the hospital site since the opening and in 1994 the Northwick Park Institute for Medical Research (NPIMR) was formed. By maintaining top-rate



research facilities and providing excellence in surgical training, NPIMR ensures the highest standard of science for translation into clinical care.

Northwick Park Hospital also retains complementary and enhanced research activity in several regional specialist units such as the Kennedy-Galton Centre (Clinical Genetics), the Lister Unit (Infectious Diseases) and a Regional Rehabilitation Unit.

St Mark's Hospital was founded in 1835 and has developed an international reputation as a specialist postgraduate teaching hospital for patients with intestinal and colorectal disorders. St Mark's is developing a closer academic relationship with Imperial College, in line with the Trust's academic strategy. The hospital moved from the City Road in central London in 1995 to become an integral part of the Northwick Park site.

Central Middlesex Hospital

Central Middlesex Hospital in Park Royal opened in 2006 and is the main provider of health services for the residents of Brent. The hospital provides specialist services in a modern environment for illnesses common in the local area, including asthma, diabetes and sickle cell. Brent has one of the highest populations of patients with sickle cell disease in the country. The Brent Sickle Cell and Thalassemia Centre is based at the hospital to provide specialist care for patients with the condition.

Ealing Hospital

Officially opened in 1979 Ealing Hospital is a busy district general hospital providing a range of clinical services including A&E, 24/7 urgent care centre, ENT and cardiology. The hospital predominantly provides secondary care to its local areas across Greenford, Hanwell, Northolt, Southall and West Ealing.

Organisational Values

All staff employed by the Trust are expected to embody our 'HEART' values throughout their employment. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

Honesty - open and honest in everything we do

Equity – we value all people equally and treat them fairly whilst recognising their individuality

Accountability – we will provide excellent care and ensure the safety and wellbeing of all patients

Respect – we treat everybody the way we would like to be treated

Teamwork – we work together to make improvements, delivering consistent, high quality, safe care.

2. HEALTH CARE FACILITIES

Northwick Park Hospital

- There are some 600 beds on the Northwick Park site. Acute beds number 529, and the remainder are for care of the elderly and psychiatry. The latter are managed by Central and North West London Mental Health Trust.
- It is one of only eight hospitals in the capital to provide a 'hyper-acute' stroke unit offering faster treatment to patients who suffer a stroke, including 'clot-busting' drugs 24/7 and the stroke unit is rated as being the best in the country
- The hospital offers a full range of acute general hospital specialities including departments of thoracic medicine, cardiology, rheumatology, dermatology, diabetology, endocrinology and gastroenterology. Surgical specialities include general surgery, urology, vascular surgery, minimally invasive therapy, trauma and orthopaedics. Children's Services cover a wide field including acute general paediatrics, a neonatal intensive care unit, community child health and child psychiatry. St Mark's Hospital provides a comprehensive intestinal and coloproctology service. The Maxio facial department provides care for the majority of North West London, Watford and parts of Buckinghamshire and Berkshire.
- It has a £2.6m newly refurbished radiology department which is home to some of the most high-tech imaging equipment available.
- Facilities for maternity services were modernised in
- Clinical facilities include the Regional Rehabilitation Unit, clinical genetics at the Kennedy-Galton Centre and a major Infectious Diseases Unit. Specialist units on the site include ENT and the British Olympic Medical Centre. Moorfields Eye Hospital and Imperial Health respectively provide Ophthalmic and renal dialysis services.
- The modern A&E department is one of the busiest units in London sees around 120,000 patients each year. Harrow CCG manage urgent care centre on the site.

The hospital is also home to TRUSTPLUS the dedicated private patient unit for St Mark's, Northwick Park and Central Middlesex Hospitals -**Central Middlesex Hospital**

The hospital provides outreach services in physiotherapy, ophthalmology, urology, general surgery and gynaecology to a large number of GP practices. These services provide local access for patients who may have difficulties attending outpatient appointments at CMH and ensures a speedy and efficient service for patients and GPs. A full range of outpatient clinics is also provided at the hospital.



Central Middlesex Hospital has particular experience in the care of patients with conditions aggravated by deprivation, specifically TB, diabetes and coronary heart disease and is a leader in the research and treatment of Sickle Cell disease.

The hospital provides 159 beds, three theatres, and seven main specialist teams and combines the following:

- A Major Assessment Unit
- A Major Elective Surgery Service including ring-fenced theatres and beds
- Inpatient and Intermediate Care Services
- An Expert Consulting Centre providing specialist assessment and advice for outpatients and acting as local bases for specialist teams

Ealing Hospital

Ealing Hospital is a busy district general hospital providing acute services for patients in the west London area. The hospital provides a range of medical, surgical, maternity and child health services. It also provides 24/7 A&E and urgent care services.

The hospital provides

- We have 275 beds,
- The A&E department treats around 100,000 patients a year.
- We treat an ethnically diverse population. Over 40% of patients are from minority ethnic groups.
- An innovative haematology day unit, providing care in a home-like environment
- Orthopaedics – specialists in knee surgery and sports injuries
- General surgery – specialist in upper vascular, GI, colorectal and breast surgery
- One of the largest HIV/AIDS units in London
- A genito urinary medicine (GUM) clinic
- Hammersmith Hospitals Trust satellite renal dialysis unit
- Cardiac Catheterisation Laboratory
- MRI – Magnetic Resonance Imaging

Full details regarding the locations of different London North West University Healthcare NHS Trust sites can be found on the Trust's website www.lnwh.nhs.uk

3. THE APPLICATION PROCESS

Applicants are advised that they **must fully complete** the application form.

Applicants may wish to cut and paste elements of the C.V. into the application form. Alternatively, applicants may prefer to submit their C.V. **in addition** to a fully completed application form.

N.B. 1) Application forms that are not fully completed and/or state “see C.V.” will not be accepted or considered.

N.B. 2) Applicants are advised to consider the person specification and submit in their additional information, evidence which demonstrates how they meet the listed requirements. The short listing process will be based on the evidence provided.

THE POST

Job Summary:

The post holder will be responsible for the delivery and provision of a high quality urgent care service (minor injury and illness) based within the Northwick Park Hospital Emergency Department (ED)

The General Practitioner will deliver care of the highest clinical standards, working in conjunction with the ED consultant, Service Manager and the nursing team, supporting the overall performance of the ED.

At all times the post holder will act in a manner consistent with the GMC code of conduct and appearance representing LNWH and the NHS

Clinical Responsibilities:

- To provide complete consultations with assessment, treatment and management of patients of all ages presenting with primary care problems at the ED
- To record full clinical notes using the ED IT systems.
- To complete all admin work relating to consultations
- To work as part of the wider clinical team- supporting the ED team
- To manage referrals of patients on to acute specialities or community services where required
- To support the redirection of patients to their registered GP
- 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 the LNWH formulary and dispense medicines from stock where available
- To complete discharge letters for all patients seen
- To complete coding requirements on the clinical record in line with guidance
- To use all internal and external referral pathways as required
- To adopt a reflective approach to clinical practice, to report all incidents and work with the team to investigate incidents
- To prepare response for any complaints concerning his / her work
- To follow the LNWH safeguarding and vulnerable adults policy
- To restrict the use of diagnostics according to your ability to interpret the results
- To maintain full registration with the GMC and have full medical liability insurance
- Auditing clinical activity and contributing to its evaluation
- Maintain a log of patients that could have been seen in the UTC

Communication:

- To maintain effective lines of communication and strive to
 - Actively listen and respond to what people are saying.
 - Communicate effectively with patients, carers and other team members
 - Recognise people's needs for alternative methods of communication and respond accordingly.
- To develop effective working relationships with colleagues to provide a cohesive team management approach within the Emergency Care Setting
- To demonstrate politeness, courtesy, respect and sensitivity in dealing with patients/ clients, visitors/relatives and colleagues, maintaining good customer relations.
- To adapt communication skills to meet the needs of patients who may have barriers to understanding e.g. language
- To work cohesively with all members of the team in ensuring that the very best services to patients are provided at all times.
- Ensure that practice is evidence based and in line with national or other given standards
- Undertake mandatory and statutory training, keeping up to date with emergency procedures undertaking training as required.
- 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
- To identify own training and development needs and undertake appropriate training/ education as required
- To demonstrate skills and activities to others who are undertaking similar work
- To participate in an annual performance review process, including taking responsibility for maintaining a record of own personal and/or professional development
- To attend all statutory and mandatory training as and when required to do so

Information Resources and Management:

- Confidentiality
 - 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 organisations policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- Patient electronic records
 - To document full and accurate records of assessments, investigations, procedures, treatments and aftercare. Documentation should be in accordance with standards or record keeping agreed by Medical Bodies and be recorded in the patients' electronic notes on the clinical system
 - To encourage colleagues to maintain good and complete records.
 - Working closely with the reception team and the administrator, ensuring all records pertinent to patients are scanned and filed as appropriate.
 - Updating/amending the clinical computer system with details of patient and treatments

Policies & Guidelines:

- Ensure all local policies and procedures/ guidelines are followed

- 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 in line with ED guidance
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Reporting potential risks identified
- Report all incidents and/ or areas of potential or real risk to patients. Work with the management team to share learning from all incidents. Be a reflective practitioner and record all incidents in your NHS appraisal portfolio.
- To be involved and facilitate the delivery of Clinical Governance and Clinical effectiveness issues as they relate to the primary care patients in the ED
- To act responsibly in respect of own and colleagues' health, safety, welfare and security, following safe work practices and complying with Health and Safety Policies.

Quality and Governance:

- The post-holder will strive to maintain quality within the UCC, and will:
 - Ensure a high and improving level of patient satisfaction
 - Alert other team members to issues of quality and risk
 - Assess own performance and take accountability for 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
 - Accepting individual responsibility for meeting required standards and for following quality / safety processes and procedures (as defined in national or local Codes of Practice and local service standards) and be conversant and comply with current emergency resuscitation techniques, infection control and fire regulations and procedures both in theory and practice.
- The post-holder will 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, interpreting them in a way that is consistent with organisational 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 to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

4. **PERSON SPECIFICATION** [update as applicable]

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
Qualifications	<ul style="list-style-type: none"> • Full registration with the GMC • MRCP 	<ul style="list-style-type: none"> • Special interest in UTC and ED
Registration	<ul style="list-style-type: none"> • Full registration with the GMC • On GMC GP Register • On NHS England GP Performers List 	
Knowledge and Expertise	<ul style="list-style-type: none"> • Significant ED or UTC experience • Experience of Clinical Governance processes • Competent with IT systems 	
Teaching	<ul style="list-style-type: none"> • Experience of teaching / supervision, training undergraduates, postgraduates and junior medical staff 	
Management	<ul style="list-style-type: none"> • Understanding the principles of clinical governance and its implications • Leadership skills 	

	<ul style="list-style-type: none"> • Ability to organise and prioritise workload effectively. • Ability to plan strategically and to exercise sound judgements when faced with conflicting pressures. • Ability to motivate and develop the multi-disciplinary team, balancing departmental and personal objectives. • IT skills and computer literacy 	
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Language	<ul style="list-style-type: none"> • Are able to speak and write English to the appropriate standard necessary to fulfil the job requirements 	
Personal skills	<ul style="list-style-type: none"> • Energy and enthusiasm and the ability to work under pressure. <p>Team player</p> <ul style="list-style-type: none"> • Adaptable /Flexible / energetic and enthusiastic <ul style="list-style-type: none"> • To be a reflective practitioner 	



Putting **patients**
at the **HEART**
of everything we do

	<ul style="list-style-type: none"> • An enquiring and critical approach to work. • Caring attitude to patients. • Excellent communication skills • Ability to communicate effectively with colleagues, patients, relatives, GPs, nurses and other staff and agencies. • Commitment to Continuing Medical Education and Professional Development. 	
	<p>Patient Care:</p> <ul style="list-style-type: none"> • Commitment to deliver a high quality service with patient welfare at forefront of practice. 	

5. MAIN CONDITIONS OF SERVICE

STATEMENT OF PRINCIPLE

The Trusts' principal purpose is to provide for all the needs of patients in their care. The Trusts expect all its employees whatever their jobs to support and enhance



patient care and overall service quality.

The Trusts expect that each of the employees shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of the hospitals, in accordance with the Staff Charter. Individuals must at all times carry out their duties with due regard to the Trusts' Equal Opportunities Policy.

TERMS AND CONDITIONS OF SERVICE

The appointee will be entitled to be a member of the NHS Pension Scheme. If he/she chooses to become or remain a member of the Scheme, remuneration will be subject to deductions of Superannuation contributions in accordance with the Scheme. Membership of the Scheme is automatic unless election is made at any time in favour of provision under a Personal Pension Plan. After opting out of the Scheme the employee would assume full responsibility for pension provision and compliance with the Social Security Act 1986.

SALARY

Agenda for change

MEDICAL REPORT

This post is subject to satisfactory health assessment. If appointed, you will be required to bring the documentary evidence from either an occupational health department or a virology department, of satisfactory Hepatitis B status, to which this appointment is subject, because it involves undertaking exposure prone invasive procedures. Please note this is not just evidence of immunisation. In addition, written evidence should be brought of any tests of immunisation for Tuberculosis or Rubella. If you are recommended for appointment, satisfactory health clearance must be completed before the appointment can be confirmed. If you do not have such clearance you will NOT BE PERMITTED TO START WORK on the proposed first day of duty.

DISCLOSURE AND BARRING SERVICE CHECKS

You will also be required to complete a Disclosure and Barring Check (DBS), and the clearance from the DBS must have been received, before commencing employment.
<https://www.gov.uk/disclosure-barring-service-check/overview>
<https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers>.

REHABILITATION OF OFFENDERS ACT

The post is exempt from the provisions of the Rehabilitation of Offenders Act and applicants are not entitled to withhold information about convictions including those which are 'spent'. Any information given will be confidential but failure to disclose such convictions could result in disciplinary action or dismissal.

REGISTRATION



The person appointed will be required to be fully registered with the GMC.

MEDICAL INDEMNITY

The Trust is financially responsible for the negligent acts and omissions of medical and dental staff in the course of their Trust employment. If, however, any private practice, within a NHS hospital or any other private hospital is undertaken, the appointee will be personally responsible for subscribing to a recognised defence organisation. The Trust will not be responsible for category 2 (eg. reports for insurance) or 'Good Samaritan' Acts. Health Circular HC (89) 34 provides full details of 'Claims of Medical Negligence against NHS Hospital and Community Doctors and Dentists'.

The Department of Health advises practitioners to maintain defence body membership in order to ensure they are covered for any work which does not fall within the scope of NHS Indemnity.

PLACE OF WORK

The appointee may be required to work elsewhere within the Trust and/or at Community Resource Centres (hosted by other health agencies) within The London North West University Healthcare NHS Trust catchment area in accordance with the Trust's principal aim of flexible working by staff to enhance patient care and he/she will be fully consulted.

NO SMOKING POLICY

It is the policy of the Trust to promote positive health. Smoking, therefore, is actively discouraged and is prohibited in the majority of the Hospital including offices.

SECURITY

In the interests of safety and security the appointee will be required to wear Hospital Staff Identification Badge at all times whilst at work.

INFORMATION GOVERNANCE

In accordance with the Trust's privacy notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal data. The Trust will comply with its obligations under the General Data Protection Regulation and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records, (which may, where necessary, include special category data and criminal offence data relating to your health, data held for ethnic monitoring purposes, and regarding DBS checks). The Trust requires such personal data for personnel administration and management purposes and to comply with its obligations regarding the keeping of



employee records. The privacy notice sets out the Trust's legal basis for processing your personal data. Your rights of access to this data are prescribed by law.

You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

GENERIC RESPONSIBILITIES

To comply with **all** Trust Policies and Procedures, which may be varied from time to time. Copies of the current policies and procedures are available from the HR Department or on the Intranet. In particular:

To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.

To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.

To positively promote at all times equality of opportunity in service delivery and employment for patients and staff in accordance with the Trust's policies, to ensure that no person receives less favourable treatment than another on the grounds of sex, marital status, race, religion, creed, colour, nationality, ethnic or national origin, sexual orientation, age or disability. To be trained in and demonstrate fair employment practices, in line with trust policies.

To comply with the Trust's Smoke-Free Policy

To adhere to the Trust's Infection, Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all healthcare associated infections including MRSA. In particular:

- Observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after patient contact in all patients with diarrhoea. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations
- Attend infection control training provided by the Trust as set out in the infection control policy
- Contact Occupational Health in the event that an infection transmissible to patients is contracted

To work in accordance with the Trust's policies on safeguarding children and



vulnerable adults. London North West University Healthcare NHS Trust is committed to protecting, safeguarding and promoting the welfare of children and vulnerable adults and expects all employees to carry out their duties in accordance with this commitment.

To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the post holder.