

**With you, we're making the
difference.
Together, we can achieve
more.**

JOB DESCRIPTION AND PERSON SPECIFICATION

Clinical Director (GP)

NHS 111

For you. For them. With us.

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.





For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.

 <p>Compassionate We show kindness, consideration in everything we do</p> <p>I will:</p> <ul style="list-style-type: none"> • Demonstrate kindness and understanding when I interact with colleagues and patients • Show consideration and treat my colleagues the way I'd like my closest friends to be treated in their workplace • Be mindful of non-verbal communication and the impact it can have on others • Look out for and support my colleagues <p>I will not:</p> <ul style="list-style-type: none"> • Use unkind words or actions towards others • Gossip or talk about people in ways I wouldn't do directly to them • Bully, discriminate, exclude or turn a blind eye to bullying, discrimination or exclusion • Deflect responsibility or apportion blame on others unfairly 	 <p>Accomplished We are adaptable, professional and provide the best...</p> <p>I will:</p> <ul style="list-style-type: none"> • Be open to others making suggestions and ideas about how things could be done better • Show courage and respectfully call out behaviour or words that don't align with our values • Use our procedures supportively, consistently and respectfully. • Ask for help before things become problematic • Learn from mistakes <p>I will not:</p> <ul style="list-style-type: none"> • Be dismissive about new ways of working • Reject ideas or constructive feedback without considering them fully • Escalate matters inappropriately • Copy others into emails unless they really need to know • Delay or avoid a difficult conversation or response to a difficult situation. • Hold onto expertise, I will share it with others. 	 <p>Respectful We recognise the value that individual and team differences bring</p> <p>I will:</p> <ul style="list-style-type: none"> • Be polite and respectful with my tone of voice and choice of words • Take time to actively listen to others • Be considerate of others and seek a constructive outcome • Understand that others' values and opinions may differ from my own; and be respectful of them • Acknowledge colleagues' contributions and give praise <p>I will not:</p> <ul style="list-style-type: none"> • Act in a way that could humiliate others or diminish their dignity • Dismiss others' feelings and perceptions • Judge or look down on people who have different opinions, are vulnerable or unwell. • Copy others into emails for any reason other than their information • Forget that others need to be able to communicate with me (so will check my emails/Teams messages) 	 <p>Encouraging We believe everyone matters, so we inspire confidence in others</p> <p>I will:</p> <ul style="list-style-type: none"> • Genuinely offer help and support to others • Encourage those who may not feel able to share or contribute • Celebrate diversity enabling everyone to feel they 'belong' • Give constructive feedback directly, respectfully and in a timely way • Celebrate individual and team successes <p>I will not:</p> <ul style="list-style-type: none"> • View questions or requests for help as a sign of weakness • Look out just for myself and my own personal interest. • React negatively when given constructive feedback • Forget that it takes a team to succeed • Demonstrate favouritism, exclusion or isolation of other
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Job Description and Person Specification

Position:	Clinical Director (GP)
Division:	NHS 111
Location:	Derby/Oldbury/Chesterfield with some travel
Reporting to:	Chief Operating Officer
Professionally Accountable to:	Chief Medical Officer
Band:	Clinical/Other
Last reviewed:	March 2026

Purpose of the role

The Clinical Director acts as the senior clinical leader for the NHS 111 service, with delegated authority for day-to-day clinical leadership, governance oversight and clinical quality assurance, within the organisation's wider clinical governance framework. The post holder will ensure that clinical quality, patient experience, operational delivery and performance management are fully aligned, recognising the interdependencies across DHU between workforce models, service demand, pathway design and clinical decision-making.

The role requires a strong understanding of the NHS Long Term Plan, particularly the evolving role of NHS 111, the continued development of the Clinical Assessment Service (CAS) model, and the integration of NHS 111 across urgent and emergency care systems. The Clinical Director will provide clinical leadership to drive transformation, ensuring future models are clinically safe, deliverable, and improve outcomes for patients.

The postholder will be operationally accountable to the Chief Operating Officer, whilst professionally and clinically accountable to the Chief Medical Officer.

Performance measures

Clinical incidents and learning actions completed within timescale

- ≥95% of clinical incidents are investigated and closed within agreed timescales (e.g. 30/45/60 days depending on severity)
- 100% of serious incidents have documented learning actions and executive sign-off
- ≥90% of actions are implemented within agreed deadlines
- Evidence of learning dissemination (e.g. briefings, SOP updates) recorded for 100% of high/medium incidents

Proactive collaboration with external agencies

- Active participation in ≥90% of system-level forums (ICS, ambulance, IUC networks, etc.)
- Evidence of joint initiatives or pathway improvements delivered with partners (≥2–3 per year)
- No unresolved escalations relating to partnership working beyond agreed timeframe

Performance measures (cont.)

Complaint's themes reviewed with evidence of service change

- 100% of complaints are acknowledged and responded to within contractual timescales
- Monthly thematic analysis completed and reported to governance forums (12/12 months)
- ≥90% of identified themes result in documented actions or service improvements
- Evidence of “you said, we did” improvements communicated at least quarterly

Audit plan delivery rate

- ≥95% of the agreed annual clinical audit plan delivered
- 100% of completed audits include action plans with named owners and deadlines
- ≥85% of audit actions completed within agreed timescales

Call review compliance

- ≥95% compliance with agreed call review volumes per clinician/advisor
- 100% of new starters receive required call reviews within onboarding period
- Feedback from call reviews documented and actioned within 5–10 working days

Revalidation and registration compliance for clinicians

- 100% of clinicians always maintain valid professional registration
- 100% compliance with appraisal and revalidation cycles
- Supervision and CPD requirements evidenced for ≥95% of clinical workforce

Improvement in patient experience metrics

- Year-on-year improvement in key patient experience metrics by ≥5%
- Reduction in complaints per 1,000 contacts by ≥10% (or agreed trajectory)
- 100% of patient feedback themes reviewed and reported quarterly
- Evidence of patient insight informing at least 2+ service changes per quarter

Board assurance reports submitted to schedule

- 100% of board and committee reports submitted in line with governance timetable
- 100% of reports include clear risk, assurance, and mitigation summaries
- Positive feedback from Board/Committees on quality and clarity of reporting (e.g. annual effectiveness review)

Evidence of commissioner confidence and positive external assurance findings

- Positive or improving assurance ratings from commissioners/regulators (e.g. CQC/NHSE)
- 100% of external review actions have documented responses and delivery plans
- Commissioner feedback reflects confidence in quality, safety, and governance (evidenced through QBRs/contract meetings)

Key areas of accountability and responsibility

Clinical Leadership (Clinical)

- Leads the clinical governance framework for NHS 111, working with corporate governance, quality, safety and operational colleagues to ensure robust systems are in place ensuring patient safety, quality and experience are central to all strategic and operational decisions
- Review, develop and set and maintain clear clinical standards aligned to national policy, best practice and regulatory expectations
- Champion a culture of openness, learning and continuous improvement across the service

Clinical Governance & Assurance (Clinical)

- Ensure robust systems are in place for:
 - Serious incidents and investigations
 - Complaints and concerns
 - Coroner's cases and external reviews
 - Clinical audit and quality improvement
- Ensure learning from incidents, complaints, audits and patient feedback is embedded into practice and operational processes
- Maintain clinical risk registers and ensure effective mitigation and escalation
- Provide assurance of readiness for CQC inspection, NHSE assurance and contractual quality reviews

Integration of Clinical Quality, Operations & Performance (Clinical / Operational Interface)

- Work in partnership with operational and performance leads to ensure:
 - Performance delivery does not compromise clinical safety or patient experience
 - Operational models are clinically informed and risk assessed
 - Quality metrics, patient experience data and outcomes inform service decisions
- Has authority to escalate unresolved clinical safety concerns through the Executive clinical governance structure, including directly to the Chief Medical Officer where required
- Ensure shared understanding across teams of how quality, performance, demand, workforce and flow interact within NHS 111

Patient Experience & Equity (Clinical)

- Ensure patient experience and patient voice are central to service design and improvement
- Use patient feedback, complaints and engagement data to drive measurable improvement
- Ensure equitable access and consistent clinical quality across all populations and geographies

Key areas of accountability and responsibility (cont.)

NHS Long Term Plan, CAS & Service Transformation (Clinical / Strategic)

- Maintain expert understanding of the NHS Long Term Plan and national policy for NHS 111 and Integrated Urgent Care
- Provide clinical leadership for the development, implementation and optimisation of the Clinical Assessment Service (CAS) model as required
- Ensure input to pathways and ensure they are:
 - Clinically risk assessed before implementation
 - Safe and evidence-based
 - Operationally deliverable
 - Reviewed in line within expected timeframes
 - Post-implementation evaluation of safety, effectiveness, workforce impact and patient experience are completed.
- Integrated with wider urgent and emergency care pathways
- Support the transition of NHS 111 towards increased clinical assessment, navigation and resolution
- Work with system partners to embed NHS 111 and the CAS within local and regional care pathways

Workforce, Professional Practice & Development (Clinical)

- Provide professional leadership for the NHS 111 clinical workforce
- Ensure:
 - Safe recruitment, induction and deployment of clinicians
 - Clinical competency framework oversight
 - Access to reflective practice and clinical supervision
 - Compliance with professional registration, revalidation and remediation
- Support clinical career pathways, succession planning and leadership development
- Promote staff wellbeing, professionalism and accountability

System Leadership & External Relationships (Strategic)

- Represent the organisation as a senior clinical leader at system, regional and national forums
- Build strong relationships with:
 - Integrated Care Boards / NHS England, in line with new healthcare economy structure
 - Urgent and emergency care partners
 - Primary, secondary, community and mental health services
- Ensure NHS 111 is fully integrated within the wider urgent care system

Corporate & Director Responsibilities

- Act as the most senior member of the clinical leadership team within the NHS 111 service and the governance structure
- Provide regular assurance to the DHU Healthcare Board on clinical quality, safety and patient experience
- Support delivery of contractual quality requirements, KPIs and CQUINs
- Contribute to organisational resilience, including business continuity and on-call arrangements as required

Person specification

Experience & Qualifications

- Full GMC registration, licence to practise and up to date GP Appraisals
- Inclusion on the GP Performers List
- Substantial senior leadership experience in urgent care / IUC / NHS 111 / OOH / unscheduled care
- Experience of clinical governance, incident investigation, complaints and audit at senior level
- Experience of working with operational leaders on performance, flow and service redesign
- Experience of CQC/NHSE/commissioner assurance processes
- Ability to interpret complex performance and quality data

Highly Desirable

- Postgraduate leadership qualification
- Medical management training
- Experience of board reporting
- System-level partnership working

Knowledge & Skills

- In-depth understanding of:
 - NHS 111 delivery models and performance frameworks
 - Clinical Assessment Service (CAS)
 - NHS Long Term Plan and urgent care strategy
- Strong understanding of how clinical quality, operational delivery, workforce design and patient experience interact
- Ability to interpret and apply qualitative and quantitative data
- Excellent communication skills across clinical, operational and executive audiences
- Ability to provide constructive challenge and professional assurance
- Awareness /familiar with clinical systems Adastra/Directory of Service (preferred)

Personal Attributes

- Professional, approachable, and values driven.
- Detail-oriented with a high standard of presentation and accuracy.
- Confident in building relationships and communicating with diverse stakeholders.
- Credible, visible executive leader with high professional integrity and accountability.
- Calm, balanced judgement in complex and high-risk environments.
- Collaborative, inclusive leadership style with high standards and clear expectations.
- Deep commitment to patient safety, quality, continuous improvement, and a fair culture.

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: *If you are unclear of any requirement in this document obtain clarification from your line manager.*

First name:

Surname:

Signature:

Date:

Reference: F3082

Issue: 1.0

Date: 06/2025