**Job Description & Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| Position: | NHS 111 CQI and DOS Lead (Clinical) | Division: | NHS 111 |
| Location: | Derby or Oldbury  (travel to other sites and external locations required) | Reporting to: | Head of Clinical Development & Quality, 111 |

Purpose of the role

Improve patient journeys; imbed culture of continuous quality improvement, develop innovations

* The DHU 111 CQI & DoS Lead (Clinical) is responsible for delivering a programme of quality improvement, education and training.
* Accountable subject matter experts in the integration of DoS, systems and processes within the DHU 111 contracted areas.
* Participate in planning and co-ordination of system testing, resiliency and management of the implementation and evaluation of projects through to completion.
* Participate and influence the development of urgent and continuing care pathways through coloration with wider NHS teams to improve patient journeys and outcomes.
* The role promotes the ethos of continuous learning and development to improve patient journeys and outcomes.
* Key responsibilities include adherence to performance and quality standards, making improvements to patient experience, service quality, patient safety and efficiency.
* Lead on quality reviews for incidents raised, collation of themes for learning
* Dissemination of themes of learning within the DHU 111 contact centres and external health care teams.
* The role requires an analytical and questioning approach to understand root cause and solution through improvement to technologies, process, training resources, staff and organisational development.

Duties and Responsibilities

* Maintain knowledge and expertise in the NHS Pathways Clinical Decision Support Software through regular call taking.
* In-depth knowledge of NHS Pathways Audit and CQI management processes to support the organisation to develop improvements in the quality of calls and patient journeys
* Attend Call Review Meetings with external providers to review patient journeys with a view to improving patient outcomes across all systems, both internal and external, and sharing the learning between all NHS organisations involved in the patient’s care
* Support the Integrated Governance Team in their investigation and management of complaints and incidents, providing detailed reports of patient journeys, audit findings and sharing of learning within the service and external parties when required
* To identify issues that may affect quality and/ or patient safety through analysis quantitative and qualitative data, completing reports for presentation at internal Governance meetings
* The creation and dissemination of processes and procedures that support the patient journey and embed a culture of continuous quality improvement across the call centre and training teams
* Maintain a clear audit trail of changes to documents/procedures, ensuring ISO compliance and governance processes are followed.
* Design and deliver targeted clinical training programmes to address performance issues, identified learning needs and system developments
* Work collaboratively with trainers and managers to identify trends and outliers and take appropriate action to improve individual and call centre team performance supporting a continuous learning environment for all
* Participate in the provision of clinical coaching, mentorship, training and the continuous development of call taking staff
* Ensure ongoing capability and competence of NHS Pathways trainers through regular audit of Pathways training delivery, providing support with identified learning needs when required
* To attend other internal and external meetings as required ensuring all actions are completed in a timely manner
* To demonstrate professionalism and service knowledge when participating in stakeholder engagement and liaison
* Provide reports to the Senior Management Team on progress of CQI targets and key performance indicators to inform decision making and future priorities for improvement and innovations.
* Support the non-clinical DoS leads with the collation of DoS intelligence and analyse effectiveness of DoS profiles, working in conjunction with regional DoS teams to help influence IUC service profiles and patient mapping
* Responsible for analysis of NHS 111 DoS KPI data compliance for clinical effectiveness, identification of areas for improvement, staff training and engagement with DoS and collaborative working with the DoS teams to improve best practice for service returns
* To work with local and national DoS leads to promote and share best practice via a collaborative workspace.
* To manage DoS data analysis and queries to support in the maintenance of a comprehensive DoS
* Report any trends or significant concerns regarding DoS services or appointment bookings to the Senior Management team and Directors where appropriate
* Lead on effective development of new service implementation where required
* Contribute to and support the robust testing and quality assurance of the NHS Pathways system and Adastra platform project plan, working with external agencies where necessary
* Support the maintenance of the Integrated Urgent Care mapping document
* Maintain excellent communication between the CQI Team ensuring others are fully informed of work portfolio and its progress
* Escalate any issues identified with the NHS Pathways system and content via the NHS Pathways Issues Log where needed
* Maintain a clear understanding of the Business Continuity Plan and triggers for implementation and support required when activated
* Work within and promote the regulatory requirements, codes and guidance as defined by the appropriate registration regulatory body
* Maintain personal responsibility and accountability for own ongoing active professional registration and fitness to practice

It is expected that this position will cover both in and out of hours working according to the needs of the service inclusive of weekend and bank holiday working.

It is expected that the post holder will be able to travel to all DHU sites and external meeting locations across the country on request

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

|  |  |
| --- | --- |
|  | **Essential** |
| Academic/Professional Qualifications | * Registered Clinician accredited to use the NHS Pathways Clinical Decision Support Software * Accredited NHS Pathways Coach * Accredited NHS Pathways Trainer (or willingness to complete training) * Recognised training qualification desirable |
| Skills, Knowledge and Experience | * Sound understanding and experience of using the NHS Pathways system * Demonstrable system expertise in Adastra desirable * An sound understanding of how the Directory of Services (DOS) works * Experience or good understanding of the NHS Pathways CQI Management Framework * Ability to grasp technical processes and to communicate these to others in a clear and logical manner * Excellent verbal and written communication skills and ability to present self in a professional manner at all times * Proven track record in involvement of clinical improvement strategies * Ability to analyse and interpret data intelligently and effectively to make meaningful judgement and plan next steps * Experience of performance management including leadership skills that motivate and engage others * A sound understanding of Clinical Governance and its remit within telephone triage * Ability to analyse and interpret data intelligently and effectively to make meaningful judgement and plan next steps * Proven ability to give skilled performance related feedback to staff * Ability to design, implement and evaluate targeted performance improvement plans to address competence and performance issues * Ability to design, implement and evaluate clinical training courses required to support the development and learning of all staff groups within DHU Health Care * Excellent verbal and written communication skills and ability to present self in a professional manner at all times * Excellent computer skills with the ability to use Microsoft Office applications to an effective standard * Awareness of effective record keeping and ISO standards * Ability to work effectively both independently and as part of a team * Assertiveness and willingness to challenge unacceptable practice in a professional manner * Excellent organisation and time management skills with the ability to prioritise competing demands |
| Personal Attributes | * Thrives on working at a high standard and insists on quality outcomes * Self-motivation and the initiative to see a task to completion * Positive attitude and belief in self * Creative and innovative thinker * A keenness to develop and learn in everyday practice * Strong commitment to role and DHU 111 * Enthusiastic approach to work with the ability to enthuse, influence and motivate others * Able to communicate difficult/ sensitive information tactfully * Ability and willingness to work unsocial hours * Flexibility in working to meet service needs |

Values, behaviors and principles

The post holder is expected to lead by example in terms of role modelling the behaviors associated with our values.

We are always:

·          Compassionate – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities

·          Accomplished – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual

·          Respectful – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences

·          Encouraging – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other

persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff.

IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation”.

Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  As part of our mission, we are dedicated to eliminating discrimination.

Acknowledgment

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.*

|  |  |  |  |
| --- | --- | --- | --- |
| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |