DHU Healthcare

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

JOB DESCRIPTION AND PERSON SPECIFICATION

Salaried GP

Leicester, Leicestershire and Rutland



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.

Compassionate
We show kindness, consideration in everything we do

I will:
- 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

I will not:
- 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

Accomplished
We are adaptable, professional and provide the best…

I will:
- 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

I will not:
- 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.

Respectful
We recognise the value that individual and team differences bring

I will:
- 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

I will not:
- 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)

Encouraging
We believe everyone matters, so we inspire confidence in others

I will:
- 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

I will not:
- 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

Job Description and Person Specification

Position:	Leicestershire Salaried GP
Division:	Leicester, Leicestershire and Rutland
Location:	DHU Leicester GP Out of Hours services, including telephone triage in CAS, HVS and primary care centres
Reporting to:	Clinical Service Leads (CSL)
Salary:	£122,850 – £143,325 per annum (pro rata)
Last Reviewed:	November 2026

Purpose of the role

The Salaried GP provides high quality, safe and effective care across DHU Leicestershire urgent and out of hours services. The role follows an agreed mixed rota covering daytime, evening and overnight shifts, including weekdays, weekends and bank holidays.

The core role combines telephone clinical assessment, home visiting, and face-to-face consultations at Leicestershire GP Out of Hours Primary Care Ceentres. The balance of duties will reflect the agreed rota, competence and service requirements. Where agreed and available, there may also be opportunities to work within other DHU provided services.

The post holder will assess undifferentiated urgent presentations, make safe and timely clinical decisions, provide treatment and prescribing within competence, arrange appropriate onward care and ensure robust safety netting. Patient safety, clinical quality, compassionate communication and continuity of care must remain central to every decision.

The role requires confidence in autonomous practice, remote risk assessment, home visiting and base consultations, together with an understanding of the interfaces between NHS 111, primary care, ambulance services, emergency departments, community services and Urgent Treatment Centres.

Performance measures

- Clinical record keeping and coding
    - Accurate, contemporaneous clinical records completed for 100% of consultations and patient contacts
    - Mandatory clinical, prescribing, outcome and referral fields completed in line with service requirements
    - Clear documentation of clinical reasoning, red flag assessment, safety netting, escalation and follow-up arrangements

- Safe and effective clinical practice
    - Consistent delivery of care within scope of practice, competence and the remit of the relevant OOH service
    - Appropriate use of remote consultation, face-to-face review, home visiting, ambulance escalation and onward referral pathways
    - Timely recognition and escalation of serious illness, safeguarding concerns, mental health crisis and clinical deterioration
    - Participation in incident reporting, review and learning where relevant

- Service delivery and reliability
    - Reliable attendance and readiness to undertake all rostered duties for the full contracted shift.
    - Deliver appropriate clinical activity in line with agreed service expectations. Indicative planning measures are a minimum of 4 telephone assessments per hour, 1 home visit per hour and when working at GP Out of Hours bases 3-4 face to face consultations per hour; these are not absolute individual targets and must be interpreted in the context of acuity, complexity, safeguarding, travel, escalation, reasonable adjustments, type of clinic and patient safety.
    - Effective prioritisation of urgent cases and contribution to safe queue management, patient flow and handover at the end of each shift.
- Patient experience and communication
    - Compassionate, respectful and inclusive communication with patients, carers and colleagues
    - Clear explanation of clinical findings, treatment plans, expected course, follow-up and circumstances requiring urgent reassessment
    - Contribution to reduction of avoidable complaints through high-quality communication and documentation

- Governance, audit and improvement
    - Participation in appraisal, mandatory training and governance activities within agreed timescales
    - Evidence of reflection and learning from incidents, complaints, audits, peer review and patient feedback
    - Support for implementation of agreed clinical pathways, standard operating procedures and service improvement actions

Key areas of accountability and responsibility

Telephone clinical assessment

- Undertake safe, structured telephone and remote clinical assessment of patients referred into the GP Out of Hours Clinical Assessment Service
- Review available clinical information, confirm patient identity and location, establish the reason for contact and assess urgency, risk and vulnerability
- Take an appropriate clinical history, identify red flags and formulate a working diagnosis and differential diagnoses within the limitations of remote consultation
- Provide evidence-based advice, treatment and prescribing within competence and organisational policy.
- Determine the safest disposition, including but not limited to self-care, pharmacy, routine primary care follow-up, treatment centre assessment, home visit, community pathway, emergency department referral or ambulance response
- Utilise all methods of remote assessment to include video consultation

- Recognise when remote assessment is insufficient and arrange timely face-to-face review or escalation.
- Provide robust safety netting and document the rationale for clinical decisions and onward referral

Home Visiting Service

- Undertake clinically indicated home visits to patients who require face-to-face assessment and are unable or unsuitable to attend an OOH treatment centre
- Assess and manage patients in their own homes, care homes and other community settings, including patients with complex comorbidity, frailty and palliative care needs
- Perform an appropriate history and examination, make a clinical assessment, provide treatment and prescribe within competence and available resources
- Recognise clinical deterioration and arrange safe escalation to ambulance, emergency department, specialty or other urgent pathways when required.
- Work effectively with drivers, operational coordinators, care home staff, relatives and community professionals to support safe care
- Follow lone-working, personal safety, infection prevention and medicines-management procedures.
- Update clinical and operational systems promptly, including visit status, outcome and any outstanding actions or handover requirements

Base and primary care centre consultations

- Undertake rostered face-to-face consultations at Derbyshire GP Out of Hours Pprimary Ceare Centres as a core part of the role.
- Assess, diagnose and manage undifferentiated urgent presentations within the GP Out of Hours remit, clinical competence and local pathways.
- Perform an appropriate history and examination, provide treatment and prescribing, and request, interpret and act on available investigations where authorised.
- Recognise when patients require emergency department care, ambulance transfer, specialty review or other onward referral.
- Work collaboratively with clinical and operational colleagues to support safe patient flow and timely follow-up.

Patient safety, quality and governance

- Work within DHU clinical governance arrangements and contribute to a culture of openness, learning and continuous improvement.
- Report incidents, near misses, medicines concerns and safety issues promptly and participate in investigation or reflective review where required.
- Support learning from complaints, patient feedback, audits and significant events, embedding learning into clinical practice.
- Maintain awareness of clinical risk during remote assessment, home visiting, lone working and service delivery.
- Escalate unresolved safety, staffing, capacity or operational concerns through the appropriate clinical and operational structure.

Integration of clinical quality, operations and flow

- Work collaboratively with CAS clinicians, coordinators, drivers, reception, nursing, advanced practice and operational colleagues across the Derbyshire service.
- Prioritise patients according to clinical need and contribute to safe management of CAS queues, home visit workload and treatment centre demand.
- Balance timely decision making with safe clinical assessment, recognising that operational pressure must not compromise patient safety or experience.

- Provide clear clinical handover of patients requiring ongoing action at shift change or transfer between services.
- Use clinical and operational systems effectively to maintain visibility of patient status, consultation outcomes, visits and onward referrals.

Professional practice and development

- Maintain full GMC registration, licence to practise and inclusion on the NHS Performers List.
- Maintain appraisal, revalidation, mandatory training and continuing professional development requirements.
- Engage in reflective practice, supervision, audit and peer learning as required.
- Contribute positively to team culture, support colleagues and model DHU values and behaviours.

System and partnership working

- Where required, work collaboratively and support the other services that DHU provides, including but not limited to – urgent and emergency care services in other counties where DHU provides services, urgent treatment centres, and NHS 111.
- Work professionally with system partners including NHS 111, ambulance services, acute trusts, community services, primary care, mental health services, pharmacies and care providers.
- Communicate clearly when requesting advice, transferring care or arranging onward referral, including the urgency, clinical concern and actions required.
- Support consistent application of agreed pathways and referral criteria to reduce variation and improve patient experience across the urgent care system.
- Promote safe continuity of care between Derby urgent and out of hours services and primary, community and acute care teams.

Person specification

Experience and qualifications – essential

- MBBS or equivalent medical qualification.
- Full GMC registration with licence to practise.
- Inclusion on the NHS Performers List.
- Completion of GP training with CCT or equivalent recognised experience appropriate to the role.
- Experience of working in general practice, GP Out of Hours, urgent care, emergency medicine or another unscheduled care setting.
- Previous clinical work with DHU Healthcare is essential, whether as a contractor, bank clinician or salaried employee. Applicants must identify their previous DHU role or roles, services and dates of engagement in their application.
- Experience of safely assessing and managing undifferentiated presentations.
- Competence in telephone or remote clinical assessment and in recognising when face-to-face review is required.
- Ability to undertake telephone clinical assessments, home visiting and Primary Care Centre consultations, and to travel between DHU Derbyshire locations and community settings as required by the role.
- Ability and willingness to work an agreed mixed rota of daytime, evening and overnight shifts, including weekdays, weekends and bank holidays.

Highly desirable experience

- Previous experience in a GP Out of Hours Telephone Assessment Services or NHS 111 clinical environment.
- Previous home visiting experience, including work with frail, complex or palliative patients.
- Experience of face-to-face consultations at GP Out of Hours Primary Care Centres, and experience in an Urgent Treatment Centre or equivalent urgent care environment.
- Experience of using OOH clinical systems such as Adastra and/or SystmOne.
- Understanding of local urgent care pathways and system interfaces.
- Additional urgent care, minor illness, minor injury, palliative care or safeguarding experience.

Knowledge and skills

- Strong clinical assessment, risk management, diagnostic reasoning and decision-making skills.
- Good understanding of the strengths and limitations of remote consultation and the thresholds for face-to-face review or emergency escalation.
- Ability to assess and manage patients independently in home and community settings with limited immediate diagnostic support.
- Good understanding of GP Out of Hours remit, urgent and emergency care interfaces, escalation thresholds and safe onward referral processes.
- Safe prescribing practice and ability to work within local formulary, antimicrobial and medicines-management guidance.
- Ability to communicate clearly and compassionately with patients, carers and multidisciplinary colleagues, including during distressing or high-risk situations.
- Ability to prioritise competing clinical demands and remain effective during periods of service pressure.
- Ability to contribute to audit, quality improvement, governance and learning processes.

Personal attributes

- Professional, approachable and values driven.
- Compassionate and respectful in all interactions.
- Calm, resilient and able to exercise balanced judgement in busy and potentially high-risk urgent care environments.
- Comfortable working autonomously while seeking advice and escalating appropriately.
- Reliable, punctual and committed to continuity and safety across the full rostered shift.
- Collaborative team member with a strong commitment to patient safety, quality and continuous improvement.
- Flexible and adaptable while maintaining clear professional boundaries and standards.

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.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Engagement: Support and promote employee engagement by collaborating effectively, communicating openly, and contributing to a positive team culture.

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:**

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