Clinical Lead for GP IT and Primary Care Digital Delivery

BACKGROUND

The South East London Integrated Care System (ICS) brings together the health and care partners that serve our vibrant and highly diverse populations resident in the London boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark.

Our vision for the ICS is a high performing, sustainable system that looks after its staff, responds to its communities and takes action to reduce the inequalities they experience. As a new organisation we have developed a system development plan https://www.ourhealthiersel.nhs.uk/SDP-8-November-2021.pdf that outlines the way in which we seek to operate and the steps we will take to realise the full potential of our partnership. A key part of this new organisation and its success will be the involvement and development of its clinical and care professional (CCP) leadership resource, all of whom will be expected to model behaviour that is fully aligned with these principles.

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ABOUT THE ROLE

This post is designed to provide clinical support and leadership for the SEL GP IT and Primary Care Digital Delivery team. The postholder will work closely with members of the IT and primary care digital delivery teams, primary care stakeholders, and other internal and external colleagues in an effective and collaborative manner.

The postholder will play a key role in ensuring the primary care voice is heard and represented in the development, design and implementation of initiatives and new models of care. They will have strong interpersonal and relationship management skills, and will be able to work effectively with clinical and managerial colleagues across the system.

Close working with the wider Digital Clinical Leads is an essential part of this role. We are working hard to ensure digital transformation programmes are fully supported to transition to business-as-usual function once successfully implemented and to fall under the broader GPIT structures and therefore close working relationships between teams is essential.

The postholder will support in the development and implementation of initiatives such as:

- Providing input into the delivery of the digital primary care IT strategy and annual roadmap
- Acting as the clinical safety officer for all GP IT related products
- Supporting the streamlining of the GP IT Futures framework procurements
- Acting as an SME on behalf of their colleagues in general practice
- Exploring opportunities for enhancing the provision of a high quality GP IT service
- Acting as a critical friend to the organisation to ensure we are providing a robust and effective operational service
- Representing the IT and primary care digital delivery teams at all forums and meetings

MAIN ROLES AND RESPONSIBILITIES

The following are the key requirements identified for this role and the approaches needed for them.

Contacts and relationships

- Positively engage with external agencies and act as advocate general practice and IT.
- Actively look for potential opportunities with key contacts to improve overall service delivery and performance
- Connect and build trust with colleagues and patients across traditional boundaries - developing strong networks and relationships that work in service of patients over organisations, places or professional groups.

Clinical/service decision-making

- Make sound operational and clinical judgements that ensure safe and effective service provision.
- Listen with compassion to the needs, hopes and challenges of those they work with and serve, using this understanding to actively involve others in the decisions that affect their lives.
- Support the network to gather, verify and assess all appropriate and available information to gain an accurate understanding of the situation.

Service delivery and outcomes

- Ensure that the needs of service users and their carers are at the core of the way SEL ICS delivers services.
- Catalyse and embed ways to test and share new and innovative ideas and approaches that improve how we design and deliver care to our patients and population.
- Ensure that service delivery is person centred, outcomes focussed and protective of individual service users' dignity.
- Support the effective and efficient deployment of resources to achieve agreed outcomes and targets.
- Work as a team member developing and maintaining effective working relationships.
- Keep up to date with relevant policies and procedures.

Creativity and innovation

- Encourage and test new ways of working together, collaborating and learning from each other to achieve our collective ambition to improve the health and wellbeing of our population.
- Seek out and embrace different ideas, perspectives and challenges - being able to adapt and change course by continually learning from others around them.
- Takes an innovative and creative approach to solving problems.
- Considers innovation in the workplace an ongoing responsibility and welcomes change as an integral part of both individual and organisation development.
- Use motivational skills to encourage collaborative working to improve services and performance where there may be resistance to change.
- Acts as a positive role model for innovation and a facilitator for change.

Planning and organising

- Develops practical and realistic plans to achieve outcomes/objectives.
- Considers the wider implications with regards to skills, resources in achieving plans/ outcomes/objectives.
- Ensures appropriate resources and levels of capability to deliver priorities.
- Takes responsibility for delivery of plans, outcomes and objectives which may involve coordinating and organising others.

Communication

- Present and facilitate meetings as required, including larger workshops.
- Actively contribute to a culture of positive communication.
- Engages with stakeholders with wide range of stakeholders to and training internally to staff and externally to partners/ agencies, where appropriate.

Financial Management

- Effectively manage resources within your control.

Personal development

- Continually develop own clinical knowledge and practise with respect to service speciality.
- Maintain professional registration (e.g. GMC, NMC, etc.).

Equality and Diversity

- Act in ways that support equality and value diversity.
- Help to develop and maintain an organisational culture that supports equality and diversity.