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GENERAL PRACTITIONER ASSOCIATE (GPA) PERSON SPECIFICATION & JOB DESCRIPTION

GENERAL PRACTITIONER ASSOCIATE (GPA) JOB SUMMARY

The GPA will act autonomously within their professional scope of practice through the delivery of bespoke clinical advice to the clients of General Practice Solutions (GPS). Depending on the GPS services commissioned, GPAs may also be required to care for the patients face to face, via the telephone consultations and/or undertake video consults.

The GPA will use their skills, knowledge, and competencies as a qualified General Practitioner to be responsible and accountable for mentoring GPS clients on the management patient caseloads for treatments, referral, admission, and discharge. The GPA may also be required to simultaneously apply the same standards for the direct care of service users depending on the GPS services commissioned.

The GPA will be required to implement robust workflows and processes dependent on the client's needs and as outlined in the GPS mobilisation brief. Ones duties may well vary from paper-based exercises such as introducing best practice guidelines and processes to the physical management of service users.

GPA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<i>Fully Qualified GP eligible to work in General Practice in the NHS.</i>	<input checked="" type="checkbox"/>	
<i>MBBS or equivalent medical degree.</i>	<input checked="" type="checkbox"/>	
<i>National Performers' List Registration.</i>	<input checked="" type="checkbox"/>	
<i>General Practitioner Register under article 10 of the General and Specialist Medical Practice Order 2003.</i>	<input checked="" type="checkbox"/>	
<i>Not subject to suspension under section 41A of the Medical Act 1983.</i>	<input checked="" type="checkbox"/>	
<i>Clear DBS report.</i>	<input checked="" type="checkbox"/>	
<i>Evidence of commitment to ongoing personal & professional development</i>	<input checked="" type="checkbox"/>	

<i>Eligible to independently practice in the United Kingdom.</i>	<input checked="" type="checkbox"/>	
<i>Experience working in general practice/primary care environment.</i>	<input checked="" type="checkbox"/>	
<i>Have an understanding of the needs of the vulnerable groups of service users that are registered.</i>	<input checked="" type="checkbox"/>	
SKILLS AND EXPERIENCE	ESSENTIAL	DESIRABLE
<i>Experience of working to achieve standards within the Quality and Outcome Framework (QOF).</i>	<input checked="" type="checkbox"/>	
<i>Understand the health and social needs of a local practice patient population.</i>	<input checked="" type="checkbox"/>	
<i>Excellent verbal and written communication skills to interact with patients and other healthcare professionals.</i>	<input checked="" type="checkbox"/>	
<i>Experience of supporting service change.</i>	<input checked="" type="checkbox"/>	
<i>Ability to listen actively to patients in a non-judgemental manner.</i>	<input checked="" type="checkbox"/>	
<i>The ability to deal with criticism and work well under severe pressure.</i>	<input checked="" type="checkbox"/>	
<i>Strong attention to detail.</i>	<input checked="" type="checkbox"/>	
<i>Patience and a calm demeanour in stressful situations.</i>	<input checked="" type="checkbox"/>	
<i>Formulating treatment plans and evaluation of progress.</i>	<input checked="" type="checkbox"/>	
<i>Ability to work with integrated care pathways, protocols, and patient specific directives.</i>	<input checked="" type="checkbox"/>	
<i>Understanding of the current issues and challenges facing primary care.</i>	<input checked="" type="checkbox"/>	
<i>Ability to develop and deliver evidence-based care.</i>	<input checked="" type="checkbox"/>	
<i>Experience of service improvement and quality initiatives.</i>	<input checked="" type="checkbox"/>	
<i>Evidence of contributing to development and research in clinical area.</i>	<input checked="" type="checkbox"/>	
<i>Ability to understand the importance of and establish own role in Clinical Governance and risk management.</i>	<input checked="" type="checkbox"/>	
<i>Demonstrates evidence of continuous professional development (CPD).</i>	<input checked="" type="checkbox"/>	
<i>Excellent time management skills.</i>		<input checked="" type="checkbox"/>
<i>Excellent record keeping skills.</i>		<input checked="" type="checkbox"/>
<i>Experience with clinical IT systems e.g. SystemOne/Emis/Vision etc.</i>		<input checked="" type="checkbox"/>
PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Demonstrates awareness of the importance of working as part of a multi-disciplinary team.</i>	<input checked="" type="checkbox"/>	
<i>Ability to work flexibly to meet demands.</i>	<input checked="" type="checkbox"/>	
<i>Sensitive and shows empathy in difficult situations</i>	<input checked="" type="checkbox"/>	

<i>Ability to communicate effectively with colleagues, patients, relatives, nurses, other staff and agencies (verbal, written and electronic formats).</i>	<input checked="" type="checkbox"/>	
<i>Caring attitude towards service users.</i>	<input checked="" type="checkbox"/>	
<i>Must value and appreciate the worth of others.</i>	<input checked="" type="checkbox"/>	
<i>A recognition of the importance of showing respect, dignity and compassion to patients and colleagues.</i>	<input checked="" type="checkbox"/>	
<i>Progressive, forward-thinking attitude.</i>	<input checked="" type="checkbox"/>	
<i>Commitment to continuing education and professional development.</i>	<input checked="" type="checkbox"/>	

PHYSICAL REQUIREMENTS	ESSENTIAL	DESIRABLE
<i>Commit to a DBS Check.</i>	<input checked="" type="checkbox"/>	
<i>UK Driving Licence.</i>	<input checked="" type="checkbox"/>	

GPA JOB DESCRIPTION

- In accordance with the client provider timetable, as agreed, the GPA will make themselves available to undertake a variety of duties, including surgery consultations, telephone consultations and queries, visiting service users at home, checking and signing repeat prescriptions and dealing with queries, paperwork and correspondence in a timely fashion.
- Provide GPS clients with robust advice of best practice guidelines.
- Adhere to the GPS mobilisation plan to mentor proven processes to ensure regulatory / contractual compliance whilst ensuring patient safety is at the heart of all decisions.
- Making professional, autonomous decisions in relation to presenting problems, whether self-referred or referred from other health care workers within the organisation.
- Assessing the health care needs of patients with undifferentiated and undiagnosed problems.
- Screening service users for disease risk factors and early signs of illness.
- Developing and/or mentoring the production care plans for health in consultation with patients and in line with current practice disease management protocols.
- Providing counselling and health education.
- Admitting or discharging service users to and from the caseload and referring to other care providers as appropriate.
- Recording clear and contemporaneous consultation notes to agreed standards.
- Collecting data for audit purposes.
- Compiling and issuing computer-generated acute and repeat prescriptions (avoiding hand-written prescriptions whenever possible).
- Prescribing in accordance with the GPS / client providers prescribing formulary (or generically) whenever this is clinically appropriate.
- In general, the post-holder will be expected to undertake all the normal duties and responsibilities associated with a GP working within primary care.
- Be able to confidently apply clinical expertise to ensure the efficiency and safety of services provided.

OTHER RESPONSIBILITIES

- Awareness of and compliance with all relevant policies/guidelines, e.g. prescribing, confidentiality, data protection, health and safety.
- A commitment to life-long learning and audit to ensure evidence-based best practice.
- Contributing to evaluation/audit and clinical standard setting within the organisation.
- Contributing to the development of computer-based clinical records.
- Contributing to the summarising of records and read-coding clinical data.
- Attending training and events organised by the practice or other agencies, where appropriate.
- Apply best standards.

CARE MANAGEMENT

- Communicate confidential and sensitive information to service users, relatives, and carers in relation to their condition.
- Provide highly specialised care advice beyond the scope of normal practice e.g. care treatment plans, making referrals as appropriate (including fast track referrals).
- Contribute to local and national targets of clinical remit e.g. QOF, prescribing incentive scheme, National benchmarking.
- To monitor and meet care outcomes against standards and recommend or initiate changes as necessary.

HEALTH IMPROVEMENT

- Management of health screening programmes and ensures other team members are aware of health priorities and screening objectives and programmes.
- Innovation to meet ongoing demands on the delivery of care.
- Improve health outcomes by introducing new developments and can demonstrate them as reports and presentations where appropriate.
- Supports practitioners in health improvement and disease prevention.
- Makes referrals to appropriate agencies (statutory and voluntary) where necessary.

ADMINISTRATION AND PROFESSIONAL RESPONSIBILITIES

- Produce accurate, contemporaneous and complete records, consistent with legislation, policies and procedures.
- Participate in the administrative and professional responsibilities.
- Accurate and legible notes of all consultations and treatments are recorded in service user notes.
- Ensure clinical systems kept up to date, recording and/or amending accurate details.
- Ensure appropriate items of service claims are made accurately and report any problems to a manager.
- Ensure accurate completion of all necessary documentation.
- Attend and participate in client provider meetings as per the GPS mobilisation plan.
- Restocking and maintenance of clinical areas and consulting rooms.
- Attend GPS mobilisation meetings.

TRAINING AND PERSONAL DEVELOPMENT

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.
- Training needs will be monitored by yearly appraisal and will be in accordance with GPS and national requirements. Personal development will be encouraged and supported by GPS.
- Assess effectiveness of care delivery through self-reflection and peer review, as well as benchmarking and formal evaluation.
- Contribute to the identification and assessment of learning needs of workers and other professionals and assist in planning effective programmes of education.
- Act as a mentor for GPS clients as per the GPS brief.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.
- Develop and maintain a Personal Learning Plan.
- Regularly participate in clinical supervision.

LEADERSHIP – PERSONAL AND PEOPLE DEVELOPMENT

- Act as a clinical leader on behalf of GPS in the delivery of general practitioner services ensuring that the needs of the service user are a priority.
- Support staff development in order to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Take part in recruitment processes where appropriate.
- Maintain effective communication and active involvement in the planning and processes of practice-based commissioning or similar initiatives.

CONFIDENTIALITY

In the course of seeking treatment, service users entrust professionals with, or allow them to gather, sensitive information in relation to their health and other matters.

- Comply with Legislation with regards to data protection act and ensure confidentiality is always maintained.
- The GPA must regard all information relating to service users and their carers, other healthcare workers (as well as information relating to the practice as a business organisation) as strictly confidential.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the client provider / GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality, data protection legislation and the protection of personal and sensitive data, as well as other related healthcare legislation (e.g. the NHS Confidentiality Code of Practice).

HEALTH & SAFETY

The GPA will comply with policies, procedures and clinical guidelines for oneself and others. This includes but not limited to:

- Identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised.
- Identifying issues and hazards / risks in relation to other work areas within the business.
- Awareness of national standards of infection control and cleanliness, as well as ownership of infection control and clinically based patient care protocols and implementing them across the client provider.
- Active observation of current working practices across the practice in relation to infection control, cleanliness, and related activities, ensuring that procedures are followed, and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities, raising them with appropriate management and managing those risks across clinical processes.
- Safe management of sharps procedures, including training, use, storage, and disposal.
- Keeping own work areas and general / service user areas clean, sterile, assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other managers.
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Routine management of own team / team areas, and maintenance of workspace standards:
 - Waste management, including collection, handling, segregation, container management, storage, and collection.
 - Spillage control procedures, management, and training.
 - Decontamination control procedures, management and training, and equipment maintenance.

EQUALITY AND DIVERSITY

The GPA will support the equality, diversity and rights of service users, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with GPS procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of service users, carers and colleagues.
- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- Support people who need assistance in exercising their rights.

QUALITY

The GPA will strive to maintain quality and will:

- 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 service user needs.
- Effectively manage own time, workload, and resources.

COMMUNICATION

The GPA should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all service users, recognising any difficulties and referring where appropriate.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES

The GPA will:

- Apply policies, standards, and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.