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PRIMARY CARE NETWORK MANAGER (PCNM) PERSON SPECIFICATION & JOB DESCRIPTION

PCNM GENERAL PRACTICE SPECIALIST ASSOCIATE (GPSA) JOB SUMMARY

The PCNM GPSA will act autonomously within their professional scope of practice through the delivery of bespoke managerial advice to the clients of General Practice Solutions (GPS). Depending on the GPS services commissioned, PCNM GPSAs may be required to provide hands-on support and day to day management on behalf of GPS and its clients.

The PCNM GPSA will use their skills, knowledge, and competencies as an experienced Primary Care Network Manager to be responsible and accountable for mentoring GPS clients on the management of their service.

The PCNM GPSA 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 daily management functions to ensure the smooth operations of the client's service.

PCNM GPSA 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>Any appropriately qualified manager who is currently assisting or has assisted a Primary Care Network at a senior level within the past 12 months.</i>	<input checked="" type="checkbox"/>	

PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Ability to work flexibly to meet demands of the role.</i>	<input checked="" type="checkbox"/>	
<i>Good communicator and motivator.</i>	<input checked="" type="checkbox"/>	
<i>Commitment to teamwork and desire to work with range of stakeholders.</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"/>	

SKILLS AND EXPERIENCE	ESSENTIAL	DESIRABLE
<i>A good knowledge of and interest in general practice and primary and community care.</i>	<input checked="" type="checkbox"/>	
<i>Demonstrable leadership skills and an ability to influence and motivate others.</i>	<input checked="" type="checkbox"/>	
<i>Experience and an interest in leadership within primary care and the wider health and social care system.</i>	<input checked="" type="checkbox"/>	
<i>Some understanding of the emerging integrated care system arrangements and the implications for general practice.</i>		<input checked="" type="checkbox"/>
<i>A good working knowledge and interest in new models to strengthen and improve primary care and ideas on how to implement these for the development locally.</i>	<input checked="" type="checkbox"/>	
<i>Understanding of the key priorities within the NHS Long Term Plan.</i>	<input checked="" type="checkbox"/>	
<i>A strong sense of vision and ability to innovate - the post-holder will be expected to demonstrate the ability to focus on long-term strategic goals.</i>		<input checked="" type="checkbox"/>
<i>An understanding of population health and population health management.</i>	<input checked="" type="checkbox"/>	
<i>Knowledge of local health issues.</i>	<input checked="" type="checkbox"/>	
<i>Ability to problem solve and maintain objectivity.</i>	<input checked="" type="checkbox"/>	
<i>Ability to quickly establish personal and professional credibility with colleagues and other key stakeholders.</i>	<input checked="" type="checkbox"/>	
<i>Politically astute with an ability to sensitively manage complexity and uncertainty.</i>		<input checked="" type="checkbox"/>
<i>Excellent organisational and time management skills.</i>	<input checked="" type="checkbox"/>	
<i>Understanding of budget and health and social care data.</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress.</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"/>

PCNM GPSA JOB DESCRIPTION

The PCNM GPSA will work collaboratively with GPS colleagues and other PCNs within the ICS/STP area, playing a critical role in shaping and supporting their ICS/STP, helping to ensure full engagement of primary care in developing and implementing local system plans.

The remit of the PCNM GPSA role is to further bring practices and a range of stakeholders together to collaborate at scale for the development and delivery of service to a local population.

The PCNM GPSA will provide a framework and focus that will support the sharing of skills, knowledge, good practice, and communication across all the member practices. PCNM GPSAs will help foster a culture of quality improvement within the PCN and ICP. The role will also have a particular remit in enabling the PCNs to re-orientate the health and care system towards population health management as they will have a granular knowledge and understanding of their local communities.

The PCNM GPSA will also play a critical role in shaping and supporting PCNs existing management team of the Integrated Care System (ICS), helping to ensure full engagement of the PCN and specifically primary care in developing and implementing system plans to deliver the NHS Long term Plan - and its aim of triple integration (primary & secondary care; mental & physical health and health & social care).

Depending on the scope of the GPS mobilisation brief, PCNM GPSAs will not only provide consultancy services for GPS clients but may also provide routine managerial and administrative support.

It is expected that the PCNM GPSAs will participate in national and local development programmes as well as providing mentoring/coaching.

PCNM GPSAs will assist the Clinical Director (CD) who is responsible for the delivery and key to leading improvement and challenging poor outcomes across the PCN. In terms of delivery of the PCN element of the GP Contract, Clinical Directors will not be solely responsible for the performance of the Network Contract DES as it is contractually practice-based. It will be the collective responsibility of the PCN GP practices to deliver.

KEY RESPONSIBILITIES

The role of PCNM GPSAs will vary according to the characteristics of the network including its maturity and local context, but key responsibilities will include:

PCN RESPONSIBILITIES

- Developing relationships and work closely with CDs, PCN Management, Local Medical Committees (LMCs), local commissioners and clinical leaders of other health and social care providers.
- Working collaboratively with other PCNs, playing a critical role in helping to ensure full engagement of primary care in developing and implementing local system plans.
- Providing strategic leadership to the PCN, developing, and implementing strategic plans, leading, and supporting quality improvement and performance across member practices.
- Providing strategic leadership for workforce development through assessment of clinical skill-mix and development of a PCN workforce strategy.

- Supporting PCN implementation of agreed service changes and pathways and work closely with member practices and the commissioner and other networks to develop, support and deliver local improvement programmes aligned to national priorities.
- Developing local initiatives that enable delivery of the PCN's agenda by working with commissioners and other networks to meet local needs and ensure comprehensive coordination.

PCNM GPSA RESPONSIBILITIES

- To influence, lead and support the development of excellent relationships across a range of stakeholders within the PCN to enable collaboration for better service user outcomes.
- Provide strategic leadership to the PCN, developing and implementing strategic plans, leading, and supporting quality improvement and performance (including professional leadership of the Quality and Outcomes Framework Quality Improvement Activity across the network).
- Engage with stakeholders and clinicians in their PCN to foster understanding of the rationale for the move to population health and population health management.
- Engage with all members in their PCN in order to foster understanding of the rationale for the associated development of the ICS, ICPs and PCNs in order to enable this re-orientation. Specifically of developing collaborative General Practice at scale and improving care integration around the place-based registered populations of PCNs.
- To help workers within the PCN understand, and support delivery of the local response to the NHS Long Term Plan.
- Engage with member practices and the wider PCN to understand and feedback issues that are affecting the likely success of the PCN, and work with the ICB to try and find solutions to these.
- Foster PCN member practices' resilience and sustainability, as well as the local health and social care economy by promoting out-of-hospital care integration, efficient ways of working and economies of scale.
- Lead and support PCN meetings, encouraging understanding of the format, rationale and required outcomes. To also support delivery of outcomes of PCN discussions at practice level.
- Support work on maximising value (achieving best quality for least cost) – in particular, working with the PCN on referral rates, unwarranted clinical variation, effective prescribing, and financial efficiencies.
- Discuss how the PCN can support key system requirements such as urgent care targets, cancer treatment targets, physical health checks on those with serious mental illness.
- Discuss how the PCN can support key system requirements around following best practice guidelines, consistent use of agreed system templates, using GPTeamnet and workflow.
- To represent the PCN at ICP/ICS clinical meetings, contributing to the strategy and wider work of the ICS and to feedback developments and agreements from these fora to PCN member practices and clinicians.
- Represent the PCN at appropriate public meetings and work with all partners to ensure effective involvement and coproduction with PCN populations.
- Facilitate practices within the PCN to take part in research studies and will act as a link between the network and local Primary Care research networks and research institutions.
- Carry out any other reasonable requests as appropriate.

OTHER RESPONSIBILITIES

ADMINISTRATION

- Contributes and participates in audits, evaluation, and clinical standard setting within the Practice and/or PCN.
- Accurate and timely summarising of service user records and read-coding data.
- Complete all required paperwork for legal and administrative purposes in accordance with relevant standards.
- Ensure that all member practice policies are fully implemented.
- Work in accordance with all governance and internal systems relating to (but not limited to) the management of clinical data and systems.

TRAINING AND DEVELOPMENT

- Taking responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
- Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
- Subject to a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Work closely with clinical and administrative managers in the setting up and/or improving of systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets.
- Work to deliver the NHS contract requirements related to the practice (including the terms of the Quality and Outcomes Framework and locally enhanced services).

GOVERNANCE

- Produce complete and accurate records of patient consultation, in line with best practice, confidentiality, policies and procedures.
- Deliver care according to NHS guidance, NICE guidelines and evidence-based care.
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- Work with clinical teams on improving the quality of healthcare in response to local and national policies and initiatives as appropriate.
- Evaluate service users' responses to health care provision and the effectiveness of care.
- Support and participate in shared learning across the wider organisation.

CONFIDENTIALITY

- Maintain confidentiality of information, always acting within the terms of the Data Protection Act and Caldicott guidance on service user confidentiality.
- Maintain an awareness of the Freedom of Information Act.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the PCN practices / GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality and the protection of personal and sensitive data.

EQUALITY AND DIVERSITY

- The post-holder will support, promote, and maintain GPSs Equality & Diversity Policy.
- No person whether they are workers, service users or visitors should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of service and their families.

OTHER DELEGATED DUTIES

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder.

HRD: October 2022