

Job Profile

Job Description

Job Details

Job Title:	Primary Care Facilitator	
School/Dept/Institute & Centre:	SMD Institute of Population Health Sciences Centre for Primary Care and Mental Health	
Reports to:	Senior Primary Care Facilitator	
Grade:	4 Professional	Full Time
Appointment period:	To 31.03.19	
Current Location:	Whitechapel	

Job Context

Ranked in the top 10 in the 2014 Research Excellence Framework, Queen Mary University of London is one of the UK's leading research-intensive higher education institutions, delivering world class education and knowledge transfer across a wide range of subjects in the Humanities and Social Sciences, Medicine and Dentistry and Science and Engineering.

The School of Medicine and Dentistry (SMD) is a significant constituent of the University and is organised into seven separate Institutes.

The newly established Institute of Population Health Science is a world class, multidisciplinary grouping of academics. Its focus is on population health sciences, spanning public and global health, health services research, health policy, genomics and data science, behavioural and social sciences. IPHS delivers evidence to implement health system change for population benefit.

The Institute of Population Health Sciences comprises four centres : Centre for Primary Care and Mental Health, Centre for Clinical Trials and Methodology, Centre for Global Public Health, Centre for Women's Health.

Based in the Centre for Primary Care and Mental Health, the Clinical Effectiveness Group is a team of health professionals who aim to reduce illness and death from chronic disease in east London by facilitating the use of clinical guidelines and audit in general practice and primary care teams. CEG work with practices and Clinical Commissioning Groups (CCGs) and Public Health in Newham, City & Hackney, Tower Hamlets Waltham Forest, Barking Havering and Redbridge.

Job Purpose

This is a highly visible role in which the facilitator will be the focal point for all local primary care based workstreams such as local improvement services, Quality & Outcome Framework (QOF) and data quality. The facilitator will be expected to liaise closely with local commissioners of primary care services and contribute to the development of their specifications. The facilitator will be expected to visit practices and feedback the results of CEG audits and make recommendations to the practice about future actions. To do this the facilitator will be expected to be able to encourage changes in behaviour and explain complex processes in a simple and clear manner and to build a positive perception of the CEG in the local health sector. The facilitator will also have responsibility for developing clinical computer templates and training primary care staff in their use.

Main Duties & Responsibilities

- To proactively help improve primary care in east London through a facilitative process, using both initiative and judgement and developing a strong relationship with local GP surgeries.
- To collaborate with locality CCG and London Borough(LB) management to improve locality services and achieve national targets.
- To improve long term conditions management through the production of clinical computer and apply training in their use to the local health sector.
- To develop innovative approaches to monitor and improve primary care clinical data quality and reporting including contributing to or developing electronic audit tools for use in practice
- To contribute to the development and implementation of local enhanced services including identifying criteria to trigger payment.
- To feedback results of the CEG long term condition management audits and in so doing address issues of possible health inequity in local practice.
- To ensure practices participate in regular clinical audits.
- To participate in the development and updating of clinical guidelines for use in primary care settings.
- To facilitate the use of clinical guidelines in primary care through multidisciplinary practice based visits.
- To manage and participate in multidisciplinary educational workshops on clinical effectiveness and data quality, at both practice and locality levels.
- To analyse data and compile summary reports to meet CCG and LB requirements for local and national targets.
- To promote the work of the Clinical Effectiveness Group and Queen Mary University at local, national and international conferences.
- To undertake such other duties as may be reasonably expected by the line manager or Head of Centre.
- To carry out responsibilities with due regard to the College's Equal Opportunities Health and Safety Policies

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Requirements		Essential / Desirable	How Assessed
Qualifications	Educated to degree level or equivalent experience	E	
	Clinical qualification	D	
Knowledge, Skills and Experience	Significant experience of working with inner city general practice teams	E	
	Experience of at least one of the main clinical systems (Emis, Vision, SystmOne)	E	
	Experience of facilitating and supporting change in primary care	D	
	Training experience in a primary care setting	D	
	Experience of designing computer templates for clinical systems	D	
	Excellent negotiation skills particularly with clinicians	D	
	Ability to present complex information to multidisciplinary groups and committees	E	
	Ability to write detailed reports on both clinical and none clinical topics	D	
	Ability to facilitate multidisciplinary groups & workshops	D	
	Confident manner in working with senior clinicians and managers	E	
	Must be willing to work in collaboration with others	E	
	Must be able to work on own initiative	E	
	Must be willing to cover for colleagues in their absence	E	
	Will be expected to work off site including in GP practices	E	
	Flexibility to work according to the needs of the post	E	

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)