**JOB DESCRIPTION**

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| **Job details** | |
| Job Title: | General Practitioner |
| Salary: | £57 – 90 per hour dependant on shift times |
| Hours/Contract: | Various shift times and hours available  Permanent |
| Department: | Integrated Urgent Care |
| Managerial Accountable to: | Clinical Manager (GP Lead) |
| Professionally Accountable to: | Chief Medical Officer |
| Location: | County-wide work with Truro as headquarters |
| Key Relationships: | Healthcare system colleagues and stakeholders, Core Services Team, CAS team, clinician peers, operational management team. |

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| **Job Summary / purpose** | |
| The post-holder will work as a General Practitioner undertaking triage, treatment centre and home visiting duties within the Integrated Urgent Care Service. As a senior clinician, this is an excellent opportunity to work in an alternative environment with a set caseload of patients and single contact episodes providing primary and urgent care to patients in the out-of-hours period for a GP-owned organisation that invests all profits back into service delivery and patients care within the community.   Clinical duties will include prioritisation of patients, assessing patients within telephone and video consultations, home visits and treatment centres. GPs will be expected to manage a wide range of health conditions from birth to death ensuring the highest standards of care for all registered and temporary patients. | |
| **Organisation chart** | |
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| **Primary duties and responsibilities** | |
| **Patient Care**   * **Clinical Assessment and Treatment:** Perform high-quality clinical assessments for patients presenting to the service, either through telephone triage or face-to-face consultations within treatment centres, patients' homes, or the community as required. Apply clinical expertise to diagnose, treat, and manage acute healthcare needs, ensuring interventions are evidence-based and patient-centred. * **Diagnostic and Investigative Skills:** Utilise appropriate diagnostic tools and initiate relevant investigations to support clinical decision-making. Make informed decisions regarding treatment plans and patient care pathways. * **Emergency Response:** Swiftly identify and manage patients whose condition is deteriorating, ensuring timely escalation to emergency services or specialist care as necessary. * **Prescribing:** Prescribe medications in accordance with the Cornwall Joint Formulary, ensuring prescriptions are clinically appropriate, cost-effective, and in line with best practice guidelines. * **Clinical Documentation:** Maintain accurate, contemporaneous, and comprehensive patient healthcare records, ensuring documentation reflects the nature of the consultation, clinical findings, treatment plans, and any follow-up actions required. * **Communication:** Engage in clear, empathetic, and effective communication with patients, carers, and families, ensuring they understand their diagnosis, treatment options, and care plans. Facilitate informed decision-making and shared care where appropriate. * **Collaborative Working:** Work collaboratively with a multidisciplinary team, including clinicians and operational staff, to deliver a seamless, high-quality, and co-ordinated urgent care service. Engage in regular team meetings and case discussions to optimise patient outcomes. * **Integrated Care Development:** Contribute to the development and enhancement of integrated care pathways by working closely with relevant stakeholders across health and social care organisations, promoting a holistic approach to urgent care delivery. * **Evidence-Based Practice:** Maintain and apply up-to-date knowledge of clinical guidelines, audit results, and contemporary research to ensure all care delivered is based on the best available evidence. Engage in continuous professional development to enhance clinical practice. * **Confidentiality:** Uphold the highest standards of patient confidentiality in line with organisational, national, and regulatory codes, ensuring all patient information is handled with the utmost care and integrity.   **Governance and Risk Management**   * **Regulatory Compliance:** Ensure adherence to all relevant organisational, local, and national guidelines, regulations, and legislation. Maintain awareness of CQC standards and contribute to achieving and maintaining compliance. * **Safeguarding and Incident Management:** Adhere to safeguarding protocols, dealing appropriately with concerns, complaints, incidents, and alerts through established company systems and policies. Participate in the investigation and resolution of clinical incidents to support continuous service improvement. * **Clinical Governance:** Follow all company clinical governance policies, including those related to patient safety, quality improvement, and risk management. Participate in clinical audits, reviews, and peer feedback sessions to uphold and enhance clinical standards. * **Consultation Documentation:** Ensure all consultation notes are recorded clearly, accurately, and contemporaneously to meet agreedstandards, facilitating continuity of care and effective clinical governance.   **Internal Communication and Professional Conduct**  The General Practitioner is expected to maintain the highest standards of professionalism and courtesy in all internal and external communications. This includes, but is not limited to, interactions with colleagues, management, and external partners. Effective communication is a cornerstone of professional practice and is essential in ensuring the delivery of high-quality patient care and fostering a positive working environment.   * **Professionalism in Communication**: All written and verbal communications must reflect the professionalism of the organisation. This includes using a respectful tone, being clear and concise, and avoiding any form of language or expression that could be perceived as unprofessional. * **Email Etiquette**: Emails should be used judiciously and constructively to support collaborative working. The GP will:   + Use emails primarily for sharing information, coordinating care, and addressing issues in a professional manner.   + Avoid using emails as a platform for expressing frustration, making sarcastic remarks, or engaging in negative discourse. If issues need to be raised, they should be done so constructively, ideally in person or through a formal, structured process.   + Ensure that email content is appropriate, considering the audience and potential for misinterpretation.   + Refrain from sending emails in anger or frustration; instead, take time to reflect and, if necessary, seek advice before responding. * **Constructive Feedback and Issue Resolution**: When addressing concerns or providing feedback to colleagues or management, it is crucial to do so in a manner that is solution-focused and constructive. The emphasis should always be on improving service delivery and supporting team cohesion. * **Collaboration and Teamwork**: The GP is expected to foster a culture of collaboration, supporting colleagues and contributing positively to the team dynamic. This includes being receptive to feedback, engaging in open dialogue, and participating in team meetings and discussions in a constructive manner.   **Leadership and Development**   * **Clinical Support:** Provide clinical leadership and support to the multidisciplinary team as needed, fostering a collaborative and supportive working environment. Mentor and guide less experienced clinicians where appropriate. * **Performance Review:** Engage actively in the company’s clinical performance review process, seeking and acting on feedback to improve personal and team performance. * **Continuous Learning:** Commit to lifelong learning, including participation in regular clinical audits and critical appraisal of research to ensure practice remains evidence-based. Meet Continuing Professional Development (CPD) requirements and keep up to date with mandatory training, including digital tools and platforms used within the service. * **Self-**Assessment: Regularly assess and reflect on personal clinical performance, taking accountability for actions and outcomes, whether working independently or under supervision.   **Operational Delivery**   * **Contractual Targets:** Support the organisation in meeting and exceeding contractual targets, including key performance indicators related to patient care, clinical outcomes, and service efficiency. * **Agility and Flexibility:** Demonstrate flexibility and adaptability to meet the evolving needs of the service, including changes in work patterns or locations as required by organisational priorities. Be prepared to take on additional duties as directed by management, in line with the overall purpose of the role.   **General**   * **Professional Development:** Engage in personal and professional development activities to meet the changing demands of the role. Participate in annual appraisals, training activities, and any other opportunities for growth provided by the organisation. * **Compliance:** Ensure full compliance with all Kernow Health CIC and Cornwall 111 IUCS statutory and mandatory training requirements, as well as adherence to company policies and protocols. * **Organisational Objectives:** Align personal objectives with those of the core team and the wider organisation, contributing to the achievement of strategic goals. * **Flexibility:** Adapt to the needs of the organisation by working flexibly in response to changing requirements and priorities, demonstrating a commitment to the overall success of the service. * **Other Duties:** Undertake any other duties reasonably required in line with the role, as directed by your line manager. | |
| **Freedom to act** | |
| The post holder is expected to be able to work under their own autonomy delivering against the outlined duties and responsibilities but within a team environment. The team has agreed goals and deliverables which must be undertaken in a timely way against clear specifications. | |
| **Working conditions / effort** | |
| This role includes:   * Potential long term VDU use * Mental Effort (concentration, dealing with interruptions, need to meet performance metrics) * Emotional Effort (exposure to distressing/emotionally demanding situations) * Travel requirements | |
| **Values** | |
| Our shared values guide our actions and describe how we behave and how we make our business decisions, and we expect all employees to demonstrate its Values as follows:   * We have***Integrity***. We will be real, honest and authentic. * We are ***Ambitious***. We will seek new opportunities and not afraid to push boundaries. * We will be ***Responsive***. We will be proactive and responsive to our own and partner needs now and in the future. * We are ***Reliable***. We will be the trusted partner and for partners to know that we will deliver what we say we will. * We will be ***Creative***. We will look at different ways of working in the present and the future * We will always be***Professional***. Everything we do, we will do it well. We have high quality standards in all that we seek to achieve | |
| **Corporate requirements and Responsibilities** |
| **General**   * **Confidentiality:** In line with the Data Protection Act 1998 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties. * **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice. * **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions. * **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training. * **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free. * **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.   **Please note:**  Rehabilitation of Offenders Act  This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions |

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| **PERSON SPECIFICATION** | | | | |
| Post: | | General Practitioner | | |
| All requirements listed in this specification are essential to the post and will be assessed during the selection and interview process. | | | | |
| **Attributes** | **Requirements** | | | **Method of Assessment** | |
| **Essential** | | **Desirable** |
| **Qualification, training & professional membership** | * Registration with the General Medical Council both on the main register and on the General Medical Council (GMC) GP Register without Restrictions | |  | Application form | |
| **Knowledge & experience** | * Sound knowledge of clinical governance, including audit and care improvement activities * Evidence of continuing professional development, last revalidation portfolio. * Willingness to undertake training as required. | |  | Application form /  Interview | |
| **Skills & abilities** | * Excellent organisation skills * Excellent systems-based history and assessment skills * Ability to utilise diagnostic tools relevant to primary and urgent care * Ability to prioritise and manage own workload. * Able to organise own learning and development. * Excellent communication skills. * Ability to perform effective interpersonal relationships with colleagues across health and social care. * Able to present information to professional groups. * Demonstrate dexterity and accuracy in undertaking clinical skills, use of equipment / documentation. | |  | Application form /  Interview | |
| **Personal qualities** | * Excellent communication skills * Ability to remain calm and focussed when busy * Able to work with people at all levels * Natural collaborator and team contributor * Honesty and openness * Listening to instruction and tact and sensitivity when passing on information * Taking ownership - a “can do” attitude * Flexibility/Adaptive especially when there are conflicting pressures | |  | Application form / interview | |
| **Behaviours & aptitudes required to demonstrate the Values** | * Collaborative * Honest * Reliable * Self-motivated * Demonstrate integrity * Be a positive ambassador for the organisation * Able to respond to, prioritise and analyse complex health conditions and ensure effective interventions are actioned. * Able to respond to problem situations and to ensure effective interventions are put in place. | |  | Interview | |
| **Additional requirements** | * DBS check satisfactory to the organisation. * OH clearance. * Post-holder must comply with professional code of conduct and / or code of conduct for NHS managers where applicable. * Flexibility around working times and commitments. * Able to travel to sites as required for the role. * Must hold driving licence and have access to transport | |  | Application form / interview | |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Postholder Name: |  |
| Postholder Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |