

Job title:	Improved Access Governance Coordinator
Salary:	£21,282 to £28,612 per annum pro rata
Accountable/reports to:	IAS Service Manager
Key Relationships:	<ul style="list-style-type: none">• IAS Clinical Lead• IAS Partnership Lead• IAS Service Manager• IAS Area Managers• Here Quality Team• Here CSI Information Analyst• Partner organisations (Local CCGs, BSUH, ESHT, Local GP Practices, Urgent Care Centre and NHS 111)
Location:	Here, 5 th Floor, 177 Preston Road, Brighton, BN1 6AG The role will require you to travel and occasionally base yourself in a range of locations across East Sussex.

ABOUT HERE AND OUR CULTURE

Here is a not for profit social enterprise operating as a private company limited by shares, where the shareholders are local GPs, practice managers, practice nurses, and our own staff.

Our Purpose is “Care Unbound. To create more possibilities for care in every moment”.

Here believes in putting people in control of their health care journeys. We enable people to receive the right care for them at the right time for them.

We radically transform health care systems, so that every personal interaction moves from “what’s the matter?” to “**what matters to you?**”

Our ambition is for all health and wellbeing services to be personalised, compassionate and tailored to people’s needs

We put our ambition into action by:

- Enabling outstanding care across pathways and organisations in partnership with those that share our ambition and values, both locally and nationally.
- Leading the development of new Primary Care delivery that supports General Practice to work together to deliver improved care to people both locally and nationally.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Improved Access Purpose:

The Improved Access is a national scheme mandated by NHS England with the aim to improve access to Primary Care. All providers must offer general practice appointments evenings and weekends.

Further details about the requirements are included in appendix 1.

NHS England has established seven core national requirements for the delivery of Improved Access:

Timing of appointments:

- Weekday and weekend provision of access to pre-bookable and same day appointments to general practice
- Ensure the proposed distribution of services is based on utilisation rates that reflect the need for services across the week.

Capacity

- A minimum additional 30 minutes consultation capacity per 1000 head of population, rising to 45 minutes, according to local demand.

Measurement

- A new tool, nationally commissioned by NHS England to automatically measure appointment activity, shall be used by the provider from the time of its availability. Utilising interim arrangements pending availability of the new tool.

Advertising and ease of access

- Ensure that services are advertised effectively to patients
- Ensure ease of access for patients

Digital

- Use of digital approaches to support new models of care in general practice.

Inequalities

- Issues of inequalities in patients' experience of accessing general practice shall be identified by local evidence and actions to resolve them put in place.

Effective access to wider whole system services

- Effective integration with other system services enabling patients to receive the right care from the right professional including access from and to other primary care services and services such as urgent care.

JOB SUMMARY:

The Governance coordinator will support the Clinical Lead , Service Manager, Partnership Lead, and Management team to achieve the implementation of service-wide quality and governance standards.

The role encompasses governance, some project work and quality assurance. You will develop an expert understanding of the entire Improved Access Service and Vaccination Programmes. You will be responsible for implementing systems to ensure that service complies with its governance structures (complaints and incidents, governance meetings and SLAs). You will develop and maintain productive relationships with clear roles and responsibilities, encouraging the giving and receiving of regular feedback. You will work collaboratively with key managers and clinicians in the relevant partner organisations, i.e. GP Practices, PCNs and urgent care providers.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Governance

1. Be responsible for liaising with relevant managers and coordinating incident, complaint and audit logging, investigation and reporting, ensuring that the appropriate actions are taken and learning shared within the service and across partner organisations where appropriate.
2. Be responsible for the initial investigation of incidents and complaints, allocating responsible managers and deadlines for investigation and escalating to the Service Manager where appropriate.
3. Support the Service Manager and leadership team to maintain, develop and implement systems and processes for the Integrated Clinical Governance Framework for the service, in order to embed a learning culture that enables the team to deliver services to the highest possible standards.
4. Support the Clinical Lead, Service Manager and management team to ensure that clinical and corporate policies and procedures are developed and implemented in relation to; clinical risk management, clinical incidents, complaints and audits, consent, information governance, workforce competencies,
5. Responsible for updating and monitoring the Service Risks and Issues Register.
6. Support the Service Manager to coordinate the service Equality Impact Assessment.

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7. Support the Area Managers to create Quality reports for action learning set meetings, Here Reports, Quarterly Governance updates for GP practices and Internal and external reports
8. Arranging, coordinating and minute taking key governance meetings (Partnership Board, Clinical Quality Group (GQG), and the Finance and Performance Information Group (FPIG)); ensure that responsible managers provide reports to support these meetings. You may be expected to travel across East Sussex.
9. Develop with the clinical lead the serviced clinical case audits and prescribing audits
10. Develop with the Clinical Lead and Service Manager an annual audit cycle for the service

Communications

1. Coordinating internal and external service communications in a timely manner.
2. Communicate with providers and partners on a daily basis to ensure the smooth running of the service, supporting links between GP Practices, Here and partner organisations in relation to clinical governance.
3. Review and maintain the service website and shared drive content.
4. Be responsible for ensuring CAS alerts are distributed to all clinical staff, operational teams and recording locally in line with Here policy.
5. Attend patient safety group, ensure that key information is cascaded and shared with the IAS team.

Premises

1. Support the Area Managers to ensure staff working environments and clinical practice space is appropriate and meets the needs of the service by ensure that the area managers regularly undertake premises site assurance.
2. Be responsible for the safety, accessibility and equality of working environments through site visits and risk assessments.
3. Support Service Manager to ensure Service Level Agreements is in place and up to date.

Patient Involvement

1. Develop the patient experience survey and provide reports to the service governance groups and the CCG.
2. Work with the data Analyst and Service Manager to develop systems which ensure that patient experience measures are captured and reported.
3. Ensure patient involvement through public health in the evaluation and re-design of services.

Quality

1. Maintain high levels of quality of delivery in all areas of responsibility.
2. Coordinate, organise and propose changes to service policies and protocols so there is shared learning and make recommendations for new ways of working.
3. Ensure appropriate electronic and paper filing systems are in place.
4. Maintain the service Operational Policy, IAS staff handbook, Service inductions and shared drive and make additions where required in line with service developments.
5. Maintain and update document governance on the Workforce Tool

Change and learning

6. Support the Service Manager Clinical Lead and management team in developing and managing any changes or new processes and systems that need implementing.
7. Assist the Clinical lead in project work and share learning throughout the service.
8. Share learning and new ways of working by coordinating, organising and proposing changes, developing new processes as required implementing relevant local and national policies.
9. Undertake proactive learning and personal development.
10. To carry out any other appropriate duties relevant to the role as determined by the Clinical Lead & Service Manager.

EQUALITY AND DIVERSITY

The post-holder will support the equality, diversity and rights of patients, 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 Here's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

CONFIDENTIALITY

As an employee of Here you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by Here. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

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USE OF NEW TECHNOLOGY

Here will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

EQUAL OPPORTUNITIES

Here policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to maintain the health and safety of self and others within the performance of their duties.

NO SMOKING POLICY

Here operates a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in Here owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in Here time or whilst on Here premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of Here. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and Here.

Employees Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Denise McSween – IAS Service Manager
Date JD agreed:	
Brief description of reason for review (if applicable)	
Version number	V. 1