

JOB DESCRIPTION

TITLE:	PCN Care Co-ordinator
REPORTS TO:	PCN Clinical Directors HLH, Alban and Abbey
ACCOUNTABLE TO:	PCN Practice Managers and Partners
KEY RELATIONSHIPS	<p>Reception and administration teams</p> <p>Patients</p> <p>External service providers, suppliers and other stakeholders</p> <p>Partners</p> <p>Clinical teams</p> <p>Management teams</p>
LOCATION:	<p>PCN wide;</p> <p>HLH- Lodge Surgery, Redbourn Health Centre, Highfield surgery, Harvey House, Jersey Farm</p> <p>Alban- Midway surgery, Parkbury House surgery and Grange Street Surgery</p> <p>Abbey- The Maltings Surgery and The Village and Lattimore Surgery</p>
SUMMARY OF POSITION:	<p>The Care Coordinator's role will support the clinical directors in coordinating all key activity including access to services, advice, and information, and ensuring health and care planning is timely, efficient, and patient-centred.</p> <p>The Care Coordinator will work within their expertise as part of a multi-disciplinary team to provide expertise in developing robust IT systems and information management across several Practices to help implement efficient services, maximise income and produce quality reporting.</p> <p>The role will include supporting digital initiatives and includes responsibilities for the co-ordination of the patient's journey through primary care with a particular emphasis on the digital journey.</p> <p>This role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to</p>

deliver an excellent service within general practice.

SPECIFIC RESPONSIBILITIES

1. Design efficient templates, protocols, alerts and other IT tools to support safety, patient care, quality record-keeping, reporting and financial claims.
2. Carry out audits to identify improvements and maximise income in particular in IIF (Investment and impact fund), enhanced services and claiming procedures.
3. Update IT systems to include templates and protocols in order to meet the requirements of any changes in service specifications, e.g. IIF changes.
4. Work across Practices to share good Practice, identify information and IT needs, and implement effective systems and training. The aim is for all Practices to be best of the collaborative group by sharing what is does well.
5. Establish good working relationships with people employed in Practices across the PCN to enable them to carry out their duties effectively. It is important that the skills of existing teams continue to be valued and their roles developed as agreed with the Practice.
6. Work with the GPs and other primary care professionals within the PCN to identify and manage a caseload of patients, and where required and as appropriate, refer people back to other health professionals within the PCN.
7. Raise awareness within the PCN of shared-decision making and decision support tools
8. Raise awareness of how to identify patients who may benefit from shared decision making and support PCN staff and patients to be more prepared to have shared decision-making conversations.
9. Utilise population health intelligence to proactively identify and work with a cohort of patients to deliver personalised care. Use Ardens Gem and other appropriate population health dashboards and tools to help deliver the population health management projects.
10. Support practices with the DPST toolkit and help practices to fulfil the elements of the toolkit such as audits.
11. Give specific support to practices to help plan and deliver efficient vaccination campaigns such as Flu and Covid 19 using IT tools available to you.

ADDITIONAL RESPONSIBILITIES (For all Staff)

In addition to the specific responsibilities set out within this job description, The Lodge Health Partnership has the following expectations of all staff:

Customer Care

The post-holder must act in such a way to promote a positive image of The Lodge Health Partnership at all times. It is expected that all staff members reflect the values of the organisation:

QUALITY - Clinical quality; quality of our service from start to finish; quality of our environments
HELPFUL AND EMPATHETIC ATTITUDE - Respectful, friendly, adaptable, caring and understanding behaviours with patients and each other.

MAKING IT EASIER - easier to get help, information, to book, to work and use technology solutions
COMMUNICATION - with patients and with each other. Open and honest, one team culture, with third parties and communities.

Confidentiality:

- In the course of seeking treatment patients entrust us with and allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Information Governance

All staff have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act (2018), General Data Protection Regulations (2016, effective from 25th May 2018), the Human Rights Act (2000) and other requirements such as the Caldicott principles.

All staff must be aware of the requirements to ensure there is no breach or unauthorised disclosure.

Health & Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and to others by their work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control. All staff must fully co-operate in achieving compliance with safe systems of work when undertaking activities that present a risk of the spread of infection.

Safeguarding of Children and Adults at Risk

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment which may be outside normal working hours, to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Work with your line manager to access regular 'clinical supervision', to enable you to deal effectively with the difficult issues that people present.
- Quarterly Practice training afternoons.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Appraisal

All staff have a responsibility to participate in regular appraisal with their manager / team leader.

Research and Evaluation

- Critically evaluate and review literature.
- Identify where there is a gap in the evidence base to support practice.
- Generate evidence suitable for presentations at practice and local level.
- Apply research evidence base into the workplace.

Meetings

Staff are expected to attend meetings, as required.

Policies, Procedures & Guidelines

All staff must be aware of and adhere to all relevant Practice policies, procedures and guidelines.

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns if they reasonably believe that one or more of the following is either happening, has taken place, or is likely to happen in the future relating to the Partnership's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- Any other legitimate concerns

For all posts requiring professional registration

Staff required by law to maintain professional registration must ensure that registration does not lapse at any stage of employment with The Lodge Health Partnership.

Equality & Diversity

The Lodge Health Partnership is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, nationality, marital/parental status, disability, gender, gender reassignment, sexual orientation or age. The Partnership values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Additional Information

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time.

This job description will be regularly reviewed with the post-holder.
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