



Clinical Digital Services Lead Job Description

JOB TITLE: DIGITAL SERVICES LEAD

REPORTS TO: Lead PCN Manager

HOURS: Full time

Salary: FTE £34, 000 to £35,800 depending on experience

Job Summary:

To lead the Clinical Digital Operation of the organisation helping to shape strategy and implement this with curiosity and creativity working alongside the Management Team, the Digital Lead Partner, Digital Development Lead (external / inter-organisational digital services and data analytics) and IT administrator.

The IT administrator will be a new post and it will be one of the key priority responsibilities of the Clinical Digital Services Lead to support the shaping of and recruitment into that role.

The key roles will be:

- Clinical Digital Services
- Information Governance

Job responsibilities:

Main Duties

- Playing a key role in shaping how the digital operations of the organisation supports the overall strategic vision of the organisation
- Oversight of a diverse IT infrastructure and an IT administrator who would implement the technical running of this infrastructure
- Taking a curious and innovative approach to Digital Services and how to innovatively approach solutions that enable the strategic vision to flourish



- Project Management and change management
- The post-holder will lead the Practice in developing and enhancing the use of information technology to enable it to meet the quality targets and clinical standards set by the practice and by the wider NHS targets. The person appointed will work closely with all the clinicians, the Management Team and other members of the practice team to develop and implement the systems needed to meet the fast-changing requirements of modern General Practice.
- Represent the practice at external meetings with IT system providers and user groups
- To have an understanding of CQC requirements in relation to IT management and Practice policies.
- To be the practice expert in all areas of the Clinical System and be able to train other users, both clinical and non-clinical, in the best use of the system to include:
 - o Template use and design
 - o Use of reports to focus the gathering of data
- Supporting Silver Teams to find IT solutions to enable to the maximal impact the work they do
- Review and oversee the systems for ensuring all staff have access to all necessary IT systems at the level appropriate to their role and ability to carry out their full duties with the IT administrator implementing this system
- To work with the Patient Services Manager to validate patient information, performing regular checks and quality audits
- Support with report construction to ensure optimisation of the organisations systems for making claims for income-related activity
- To oversee Practice Policy on data input to ensure the accuracy and access to information
- Oversee hardware management - manage and maintain asset list, replacing where necessary, laptops, keyboards, raise issues to locality IT support, monitor laptops, log in and get laptops to isolating staff then help staff while off site.
- To ensure proper records are maintained concerning System Suppliers and support, particularly in respect of third party software
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- Report any significant events relating to the IT systems to the practice manager
- Ensuring the Organisations compliance with the Data Protection Act / GDPR working alongside the practice Data Protection Lead and the CCG / ICS Data Protection Officer and supporting an Data Protection Administrator to implement changes needed
- DPIA and other IG queries
- Oversight of the DSP Toolkit



Confidentiality

In the course of seeking treatment, patients entrust us with, or 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 re: confidentiality and the protection of personal and sensitive data

Health & safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include:

Using personal security systems within the workplace according to practice guidelines

Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks

Making effective use of training to update knowledge and skills

Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards

Actively reporting of health and safety hazards and infection hazards immediately when recognised

Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role

Undertaking periodic infection control training (minimum annually)

Reporting potential risks identified

Demonstrate due regard for safeguarding and promoting the welfare of children.

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 practice procedures and policies, and current legislation

Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues



Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate



Person Specification

Essential Criteria

- Indepth knowledge of SystmOne
- Excellent understanding of Primary Care
- Proven knowledge of Information Governance in the NHS
- Good communication skills
- Extensive management experience of Microsoft Windows
- Good time management
- Excellent organisational & planning skills
- Excellent interpersonal and negotiation skills
- Clean driver licence & car owner
- Able to undergo a DBS enhanced check
- Ability to travel between Lewes and Ringmer

Desirable Criteria

- A "solutions focused" approach
- Able to manage change and cope with pressure
- Flexibility & a creative approach to problem solving
- Able to work with minimal supervision but as part of a team
- Highly motivated and able to work on own initiative
- Calm & able to work under pressure
- Trustworthy, honest, reliable, caring and sympathetic