



Voyager

FAMILY HEALTH

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Voyager Family Health

The Partners of Milestone Surgery and Southwood Practice are merging to become one practice called Voyager Family Health. We believe by doing this, we can meet the more complex needs of a growing population and deliver an even better health service based on patient requirements.

As we look to the future, we need to acknowledge the problems faced by our own practices, and indeed practices across the country. We are faced with falling GP numbers and worsening problems with recruitment and retention. Some of our patients are facing complex medical, mental health and social care needs and there is a strong consensus that it is better for patients if care can be delivered in the community rather than in an acute hospital setting.

To meet these challenges, we need a strengthened workforce and we believe mixed skill teams are the way forward to develop our own 'new model of care.' We have already seen the start of this within the Farnborough Network; the paramedic practitioners who run our daily home visiting service, the Clinical Pharmacist in each surgery and an Advanced Orthopaedic Practitioner. All this will be needed in addition to our more traditional workforce of GP's, Nurse Practitioners, Practice Nurses and Health Care Assistants. GP's will work more like hospital consultants at the centre of a skill mixed team. The future will be about improving access for our patients to a clinician with the right expertise to deal with their problem. The partners at both practices feel strongly that our new model of care will not only improve access but will also result in a higher quality service.

One of the main benefits of being a larger Practice is that we will be able to employ a wider range of staff. We aim to be a modern, forward-looking practice with a strong commitment to training and developing our workforce by attracting and retaining the people we need. It is important to act, rather than wait until one or both practices are severely affected by the difficult challenges facing Primary Care.

We hope to be able to make a more definite announcement soon, but it looks increasingly likely that we will have the opportunity to move into new modern premises at some time in 2019/20. To do this, it makes complete sense to have one reception team and one team of clinicians, supported by one team of administrative and managerial staff. This is another compelling reason to merge practices.

We are positive about the future and believe that our new model of care will provide patients with an excellent future proof service. We hope that you will join us in our optimism as we design the new service.

**VOYAGER FAMILY HEALTH
SALARIED DOCTOR VACANCY (4 - 9 sessions)
Farnborough, Hampshire GU14**

We are looking to recruit a newly qualified or experienced GP to our friendly and growing modern multidisciplinary primary care team.

Located on the Hampshire/Surrey border, Milestone & Southwood Surgeries are two leading practices merging in April 2019 to form Voyager Family Health with 20,000 patients and relocating to new purpose designed premises soon.

We are actively involved in developing a new model of care with a multidisciplinary approach and a strong focus on work-life balance for our GPs. We want to maintain a traditional model of family medicine but with a strong commitment to transformation and making General Practice 'feel better'.

- Twelve doctor practice providing high quality care to 20,000 patients
- Home -visiting team of paramedics
- Multidisciplinary primary care team, including first contact Physiotherapists, Clinical Pharmacists, prescribing Nurse Practitioners and Paramedic Practitioners
- Well established training practice with in-house CPD lecture programme
- Supportive of portfolio careers and GPwSI training.
- Competitive salary including indemnity
- Seven weeks annual leave, including one week study leave (pro rata)

Closing Date: 29th March 2019

Application Process

Please send your covering letter and full CV through to Helen Gledhill, Practice Manager at helengledhill@nhs.net . Alternatively phone Helen on 01252 371715 to arrange an informal chat with Dr Glen Micklethwaite and Dr Andy Whitfield

Interviews dates to be confirmed.

Voyager Family Health

PRACTICE PROFILE

Practice location

Both practices are situated in the northeast corner of Hampshire. The surgeries are 2.7 miles apart. Milestone Surgery is located on the A325, a main route through Farnborough, very close to the town centre.

Southwood Practice is located on a small shopping and community campus at Southwood on the outskirts of Farnborough. Southwood Practice lies less than a mile from junction 4A on the M3 roughly 35 miles southwest of London.

The catchment area for both practices includes Farnborough and Ancells Farm on the outskirts of Fleet.

Local facilities

Milestone Surgery is situated minutes from Farnborough Town Centre with supermarkets, shops, cinema and leisure centre, train station and bus station all within walking distance. Southwood Practice has ample free parking, an onsite supermarket with pharmacy, pub, school and a dentist.

Frimley Park Hospital NHS Trust is the local acute secondary care NHS trust and is sited about 4 miles away from Southwood Practice, 2 miles from Milestone Surgery and accommodates an excellent Postgraduate Education Centre.

Practice Population

A predominantly young practice list with high employment levels including significant numbers of commuters. The home visiting rate is low and 'DNA's are also low.

<u>Age</u>	<u>Total</u>
00-64	15782
65-74	1456
75-100+	1313
Capitation	18551

Our Practice Team

- 12 x GPs
- 4 x Nurses prescribers
- 3 x Practice Nurses
- 4 x Health Care Assistants
- 1 x Paramedic Practitioner
- Clinical Pharmacist
- Orthopaedic Practitioner
- Practice Management Team
- Reception, Secretarial and Clerical Staff
- Workflow Team

Community District Nursing, Health Visiting and Midwifery teams support the practice. Our Intergraded Care Team is shared with the Farnborough Network and includes a Paramedic Practitioner visiting service, Community Matron, Network Matron and staff nurse.

IT

The practice uses the EMIS Web clinical system. NHS net is used for external email and 'E Referral is the current preferred method of patient referral. 'EMIS Access' is used for repeat prescription requests, online medical record access and appointment booking via the internet. We also use Online E-Consultations. We aim to scan all incoming correspondence onto the clinical system within 24 hours of receipt and external medical reports are electronically generated. The usual links are in place for lab results, electronic GP2GP transfer of medical records and ICE pathology links with Frimley Park Hospital. We have a comprehensive protocol of note summarisation in place. Thus, the practice is almost paperless.

Work Plan Salaried GP - Voyager Family Health

Normal Surgery Times

10 minute booked appointments

Morning- 9am to 12.00 noon finish - face to face consultation
Duration 3 hours

Afternoon 15.30pm to 18.00 finish – face to face consultations
Duration 2.5 hours

Total Daily Consultation	5.5 hours
Total Daily Administration Time	2 hours
Flexible Time (extras etc.)	50 minutes

On occasions 'extras' may need to be seen but these will be shared equally with colleagues on duty wherever possible.

A three session surgery day (with any individual working two consecutive sessions with either a 07:00 start or a 20:30 finish) once or twice each week is required. This is now a requirement of all new doctors and nurses to the practice in the future to allow access for patients to medical care between 07:00 and 20:00 Mon-Fri.

Surgery times may evolve according to patient need with the agreement of doctor concerned.

Home visits- we offer a Paramedic visiting service however there are some patients where this service is not appropriate. A small number of home visits may be required.

Duty Dr- will be required for one day per week. This may be increased to cover holiday absence within the urgent care hub.

Day Book – all GPs should maintain an awareness of tasks required and should complete those where an individual Dr's attention is needed. The duty Dr will ensure that all tasks have been completed at the end of the day. A spirit of mutual co-operation will ensure that no one is overwhelmed on a particularly busy day.

Medical Reports- Each Dr will be responsible for completion of reports on their own patients such as Dept. for Work and Pensions, requests for Occupational Health reports etc. which generally require an in depth knowledge of the patient.

Patient Services

The Practice provides a full range of usual primary care services including Urgent care hub, minor surgery/joint injections, contraception including IUDs and implants, 'Extended clinics weekly 18:30- 20:00 and 'in house' smoking cessation clinics.

Out of hours patient care is provided by 'North Hampshire Urgent Care 'based at Frimley Park Hospital.



JOB TITLE:	SALARIED GP
REPORTS TO:	The Partners (Clinically) The Practice Manager (Administratively)
SESSIONS:	4 - 9
SALARY	3 Entry levels as per Appendix 1

Job summary:

The post-holder will manage a caseload and deal with a wide range of health needs in a primary care setting, ensuring the highest standards of care for all registered and temporary patients. There are three levels of entry into the practice as a salaried GP.

Clinical responsibilities:

- In accordance with the practice timetable, as agreed, the post-holder will make him/her-self available to undertake a variety of duties including surgery consultations, telephone consultations and queries, visiting patients at home, checking and signing repeat prescriptions and dealing with queries, paperwork and correspondence in a timely fashion
- Making professional, autonomous decisions in relation to presenting problems, whether self-referred or referred from other health care workers within the organisation
- Assessing the health care needs of patients with undifferentiated and undiagnosed problems
- Screening patients for disease risk factors and early signs of illness
- In consultation with patients and in line with current practice disease management protocols, developing health care plans for health
- Providing counselling and health education
- Admitting or discharging patients to and from the caseload and referring to other care providers as appropriate
- Recording clear and contemporaneous consultation notes to agreed standards
- Collecting data for audit purposes
- Compiling and issuing computer-generated acute and repeat prescriptions (avoiding hand-written prescriptions whenever possible)
- Prescribing in accordance with the practice prescribing formulary (or generically) whenever this is clinically appropriate
- In general the post-holder will be expected to undertake all the normal duties and responsibilities associated with a GP working within primary care.

Other responsibilities within the organisation:

- Awareness of and compliance with all relevant practice policies/guidelines, e.g. prescribing, confidentiality, data protection, health and safety
- A commitment to life-long learning and audit to ensure evidence-based best practice
- Contributing to evaluation/audit and clinical standard setting within the organisation
- Contributing to the development of computer-based patient records
- Contributing to the summarising of patient records and read-coding patient data
- Attending training and events organised by the practice or other agencies, where appropriate.

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 relating to confidentiality and the protection of personal and sensitive data.

Health & safety:

The post-holder will implement and lead on a full range of promotion and management their own and others' health and safety and infection control 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 (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Providing advice on the correct and safe management of the specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.

- Management of the full range of infection control procedures in both routine and extraordinary circumstances (e.g. pandemic or individual infectious circumstances)
- Hand hygiene standards for self and others
- Managing directly all incidents of accidental exposure
- Management and advice relating to infection control and clinically based patient care protocols, and implementation of those protocols across the practice
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate to the responsible person
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Monitoring practice facilities and equipment in relation to infection control, ensuring that proper use is made of hand cleansing facilities, wipes etc., and that these are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate to the responsible manager
- Safe management of sharps use, storage and disposal
- Maintenance of own clean working environment
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with responsible managers
- Undertaking periodic infection control training (minimum twice annually)
- Correct waste and instrument management including handling, segregation, and container use
- Maintenance of sterile environments

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 which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/professional development:

In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that professional development requirements for PREP are met, 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	Desirable	Evidence
Education/Qualifications	<ul style="list-style-type: none"> * Full GMC Registration * Completion of GP Vocational Training Scheme/JCTGP Certificate 	*MRCGP	*Original required prior to interview
Skills/Abilities	<ul style="list-style-type: none"> *Good communication skills *Ability to work within a Multi-disciplinary Team *Eligibility for Minor Surgery/Obstetrics/CHS *Flexibility 	*Full drivers licence	<ul style="list-style-type: none"> *Application *Interview
Experience	<ul style="list-style-type: none"> * IT * Paperless Practice *Broad General Practice experience 	<ul style="list-style-type: none"> *EMIS Web *Particular area of expertise or interest. 	<ul style="list-style-type: none"> *Application *Interview
Knowledge and Understanding	<ul style="list-style-type: none"> * Understanding of GMS and PMS Contracts *Clinical Governance in General Practice 		<ul style="list-style-type: none"> *Application *Interview
Other	<ul style="list-style-type: none"> *Commitment to provision of High quality services *Commitment to future IT developments in the NHS *Commitment to accept and adopt change within General Practice 		<ul style="list-style-type: none"> *Application *Interview



Appendix 1

Salaried GP Contract Levels

Level 1 - Entry Level - Within 3 years of qualification.

Responsibilities (not limited to, but including):

- Playing a part in Urgent care team – duty sessions conclude at 6.30pm for afternoon duty.
- Extended access GP clinics until 8pm.
- Engaging with QOF & Local service contracts (LSC) work
- Routine medical reports including safeguarding DVLA or DWP reports
- Covering for absent doctors
- Taking part in clinical governance – audit, quality meetings, safeguarding meetings, etc.
- Home visits
- ICT Meetings – communication with team
- Clinical correspondence

Level 2 – More than 3 years’ experience in general practice (or if you do not meet criteria at Level 3).

Responsibilities (not limited to, but including):

- Playing a part in Urgent care team – duty sessions conclude at 6.30pm for afternoon duty.
- Extended Access GP clinics until 8pm.
- Engaging with QOF & Local service contracts (LSC) work
- Routine medical reports including safeguarding DVLA or DWP reports
- Covering for absent doctors
- Taking part in clinical governance – audit, quality meetings, safeguarding meetings, etc.
- If desired, holding a patient list of their own (if this is practice policy)
- Home visits
- Flu clinic cover – including occasional Saturday cover in flu season
- ICT Meetings – communication with team
- Clinical correspondence

Level 3 – More than 3 years' experience in general practice

Responsibilities (not limited to, but including):

- Senior salaried GP with additional management duties as per GP Partner
- Urgent care team – duty sessions which conclude at 6:30pm
- Extended access GP clinics until 8pm
- Engaging with QOF & Local service contracts (LSC) work
- Routine medical reports including safeguarding DVLA or DWP reports
- Covering for absent doctors
- Taking part in clinical governance – audit, quality meetings, safeguarding meetings, etc.
- If desired, holding a patient list of their own (if this is practice policy)
- Private Medical Reports
- Home visits
- Flu clinic cover – including occasional Saturday cover in flu season
- ICT Meetings – communication with team and managing weekly calls in rota system
- Clinical correspondence
- E-consultations
- Taking a lead in chronic disease management and palliative care as per GP Partners