

## **JOB DESCRIPTION**

**Job Title:** NHS PHP Clinician  
**Accountable to:** The NHS PHP Medical Director

### **NHS Practitioner Health Programme (PHP)**

The NHS PHP is a National (England wide) service for Doctors with mental health and addiction issues which may be affecting their ability to work safely and effectively, or return to work. The PHP service aims to deliver positive outcomes in relation to -

- improvement in mental health and social functioning
- numbers returning to work/retraining
- reduction in risk to patients and the public
- reduction in regulatory involvement

The NHS Practitioner Health Programme will improve access to mental health support for doctors who may be suffering from mental ill-health including stress and burnout. The NHS Practitioner Health Programme will support retaining practitioners as part of the NHS England plan to retain a healthy and resilient workforce, in addition to supporting practitioners who wish to return to clinical practice after a period of ill health.

The service will provide online and telephone support and will establish locations in each of the regions of England where doctors can be seen face to face for assessment, treatment, therapeutic interventions and ongoing case management. Each region will have a Clinical Lead with a responsibility to act as a local champion and with a network of clinicians and therapists delivering care and support across the geographical area.

PHP practitioner patients will come from different gender, age and ethnicity groups. Around 2/3 of patients accessing PHP are expected to have a mental health concern, around 1/3 to have issues that relate to substance misuse. In our experience this balance will change as the service develops. A proportion of our patients will be involved in regulatory processes, although we will offer support to help resolve issues before a patient safety incident or complaint has occurred.

### **Job Summary:**

The key job functions are threefold as described in the Health for Health Professionals (HHP) Competency Framework.

Clinical – will include the roles of assessment, treatment, care planning, referral and sign-posting, specialist prescribing and monitoring and may include:

- ✓ First contact care and assessment for patients referred for care
- ✓ Continuing care and provision of a range of clinical interventions as appropriate, such as CBT, family therapy and mentoring
- ✓ Referral for specialist assessment or treatment
- ✓ Assessment of particular physical health needs
- ✓ Specific substance misuse treatment and therapeutic monitoring

- ✓ Case management
- ✓ Management of specific mental health disorders
- ✓ Supporting a return to work programme
- ✓ Writing relevant reports and liaison with regulators

Education and Liaison – may include:

- ✓ Provide advice and liaison to other practitioners through non-face-to-face or face-to-face contact, in the management of those problems/conditions
- ✓ Provide support and training to other health and related practitioners in areas related to a) prevention b) identification and c) brief intervention of mental health/addiction problems in health professionals d) self-care and wellbeing
- ✓ Participate in education and training activities
- ✓ Liaise with other practitioners involved in the care of practitioner-patients
- ✓ Patient advocacy
- ✓ Appraisal tailored to the needs of a non-working clinician
- ✓ Coaching
- ✓ Mentoring
- ✓ Educational Supervision

Leadership/Service Development - roles will include ensuring dissemination of knowledge, promoting PHP services and advising on physician health issues and may include:

- ✓ Work with local stakeholders to develop service models and return to work programmes for practitioner-patients
- ✓ Carry out research into issues relating to practitioner-patients and the effectiveness of clinical interventions
- ✓ Develop links with other professional groups and support services for the effective shared care of practitioner-patients
- ✓ Support and develop the role of the expert patient
- ✓ Become involved in integrated training programmes across primary/secondary and third sector care

As a key member of the NHS PHP you will provide care to PHP patients, participating as a core team member carrying out triage for new contacts and referrals, assessments of new patients, ongoing case management and liaison to other providers who might be involved in the care of the patients.

You will be responsible for managing a caseload of sick health professionals, assessing risk and providing holistic support to manage their programme of care.

You will work as part of a multidisciplinary team which includes GPs, specialist nurses, psychiatrists and therapists, with at least monthly contact at the MDT meeting to discuss new patients or where there are problems patients needing review.

Clinicians will be accountable to the NHS PHP Medical Director who will ensure they meet the requirements of their roles and responsibilities. Clinicians will also have access to specialist clinicians in psychiatry, addiction, GP or psychotherapy from the PHP central team to provide -

- day-to-day advice
- a direct link to the national service

- and who will Chair three weekly MDTs.

Clinicians will receive induction to all processes, practices, culture and values of the PHP service and maintain a caseload of at least 4 practitioner-patients per year.

Clinicians will contribute to clinical audits and participate in individual or group supervision at least once a quarter.

### **Key Competencies**

Clinicians will be expected to accept PHP governance, quality, confidentiality and professional responsibilities and have the necessary associated competencies to deliver, including -

- Meet the competencies laid out in HHP, these include areas relevant to primary care, regulation and pressures facing doctors
- Have empathy and an understanding of distressed doctors' many of whom will have been reluctant to contact the service.
- Be competent communicators and able to create clinical networks.
- Be competent to provide advice regarding, for example, health issues affecting doctors, the interface between ill-health and regulatory issues.
- Be able to apply NICE and other best practice guidelines for the management of mental health and addiction problems in doctors
- Understand psychological treatments (including CBT, group work, counseling and mindfulness) and adherence to current best practice and oversee its application
- Understand the use of group therapy (reducing isolation and stigma) and oversee its application
- Understand confidentiality (limits and otherwise) including disclosure and issues relating to the regulator forms part of PHP induction
- Understand GMC issues/cases and be able to discuss issues at MDT
- Be a confident and competent senior clinician in your field, but one that is not afraid or reluctant to ask for advice, help and guidance
- Be comfortable as an independent clinician, whilst also being able to function within a true Multi-Disciplinary Team where your opinions and decisions may be challenged.

### **Support for Clinicians**

PHP will provide bespoke induction training for Clinicians including a formal induction process covering the competencies, responsibilities and processes associated with the role. All staff will have annual performance review/appraisal.

PHP will provide a programme of continuing professional development including an annual conference.

Understanding the confidentiality requirements of this service, including the limits of confidentiality, where and when this can be breached and the processes required following a breach will be essential. Confidentiality will form part of the Clinicians CPD.

For care that falls outside the scope of PHP, the clinician will liaise with the patient's GP, (consent will be recorded) and/or to local services to support onward referral. This may include:

- assertive outreach or home care
- in-patient mental health care or sectioning under MHA
- safeguarding issues, managed locally using a range of services
- chronic or complex illness needing NHS care that goes beyond PHP ability
- all practitioners are expected to be competent in confidentiality (limits and otherwise).

### **NHS PHP Clinical Responsibilities:**

Clinical activity will vary depending on need but all clinicians will be expected to participate in Multidisciplinary Team (MDT) Meetings, CPD and Clinical Community discussions.

- To provide assessment, management, treatment and case management functions to patients referred to the PHP service.
- To support patients in their recovery from ill health or related issues.
- To promote health through brief interventions, empowering patients, offering appropriate health education, information and advice to patients, relatives and carers and relevant supporting agencies.
- To challenge and improve current practice where appropriate, ensuring practice is evidence based.
- To work closely with NCAS, GMC, NHS England, Responsible Officers, LMCs, and/or other local or national bodies ensuring complex cases are supported and managed appropriately.
- To assist in the use of relevant information technology in order to collate accurate and timely information as and when required by commissioners.
- To provide prescribing to patients managed within the PHP service.
- To work appropriately with key stakeholders, attending meetings as required and contribute to the decision making process
- To provide expertise on assessment, management and care planning for patients who have complex/mental health problems and/or problematic alcohol or substance use.
- To refer patients with complex needs to the most appropriate PHP, NHS or other provider.
- To monitor blood results and urine drug screens as appropriate.
- To support promoting the PHP Service as necessary.
- To be the first port of call for clinical queries for the locality that cannot be handled directly by the PHP Central administrative team.
- To be able to take blood as necessary or arrange for this to be done
- To attend the appropriate MDT meeting (in person or via virtual link), presenting all new patient cases and bringing relevant other cases requiring MDT consideration.
- Use the PHP Prescribing Formulary based on best practice, including VfM.

Local delivery will be supported via

- dedicated support line for Clinicians

- experienced clinical support for Clinicians
- liaison with wider NHS regional teams and key stakeholders and commissioners

### **PHP Other Responsibilities:**

Addressing stigma is a continuous process. Clinicians will have a key role in working with other members of the team to raise the profile and understanding of the PHP Service. This will be coordinated in a number of ways, including -

- programme of speaking engagements
- information disseminated via major stakeholders, including doctor specific charities (Cameron Fund, RMBF).
- advertisements in journals
- actively work with ROs, trainers, appraiser and national and local educational trainee networks.
- liaise with stakeholders to place articles in relevant communications sent to doctors
- communication via GMC and Medical Defence Organisation networks.
- BMA local committees (work with them to expand/develop/use their local networks and communication processes to promote the new service)
- radio and TV interviews
- social media (we have a Twitter and Facebook presence, and are members of other sites, e.g. Tea & Empathy)
- To contribute to the writing and publication of articles and research about the work of the PHP (written press; with well-placed articles in key periodicals and publications)
- To assist with the organisation and the delivery of multi-disciplinary education and training.
- To contribute in identifying the professional needs of local team members and to assist with making recommendations for meeting those needs.
- Lead local Information Governance. Provide local guidance and ensure the PHP service fully complies with Information Governance requirements.
- To promote the use of health promotion and referral protocols with stakeholders.
- To contribute to the agenda of the PHP Service Educational aims, to assist with the development of educational programmes for organisations, staff, patients, relatives and carers.
- To understand the special needs of health professionals with medical problems.
- Be familiar with the prevalence and epidemiological data for the Practitioner Health Programme in relation to mental health, substance misuse and alcohol.
- To understand the Regulatory framework which the PHP service will work within, in particular the role of the GMC with PHP practitioner patients.
- To link in with formal mechanisms to share good practice within the PHP Service and elsewhere sharing knowledge, skills and clinical expertise e.g. RCGP faculty network.

- Will use their local networks to disseminate knowledge of the new service.

### **Condition of Appointment:**

Your appointment is subject to;

- Proof of entitlement to work in the UK
- Being appropriately registered with the GMC/NMC or relevant professional body
- Evidence of extensive and varied mental health experience
- Evidence of understanding of the issues facing doctors
- Being a member of a recognised medical defence union/indemnity insurance cover
- Providing a Disclosure and Barring Service (DBS) certificate
- Providing a current Passport
- Providing birth certificate
- Providing two current utility bills, (not a mobile phone bill)

This list is not exhaustive and is reviewed regularly.

### **COMMUNICATION**

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

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

### **CONFIDENTIALITY**

In the course of your employment you will have access to confidential information relating to service business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the service interests. Information, which may be included in the category, which requires extra consideration, covers both access to the general business of the service and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your Line Manager before communicating such information to any third party.

### **CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES**

The post-holder will:

- Apply service 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.

### **DATA PROTECTION**

We are registered under the Data Protection Act (DPA) 1984. You must not at any time use the personal data held by the service(s) for a purpose not described in the Registry entry or disclose data to a third party. It is essential that a strict code of confidentiality of adhered to at all times.

All dealings within the clinical setting remain strictly confidential and the post holder would be expected to maintain this confidentiality at all times during employment and also after employment has ended with the Practitioner Health Programme (Hurley Group). If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act then you must contact your Line 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 recognises 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.

### FINANCIAL REGULATIONS

All staff are responsible for the security of the property of the service, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

### GENERAL

- The post holder must at all times carry out his/her responsibilities with due regard to the service Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff have a responsibility to participate in the service Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

### HEALTH AND SAFETY

Employees must be aware of the responsibility placed upon them under the Health and Safety at Work Act (1974) to maintain a healthy and safe environment for both staff and visitors.

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, to 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
- Reporting potential risks identified.

### QUALITY

The post-holder will strive to maintain quality within the service, 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.

There may be an opportunity for the post-holder to develop his/her role further in areas of special interest which would benefit the service population, by arrangement with the agreement of the Line Manager/HR

The job description reflects the current situation. It is subject to review and updating in the light of changing service needs. Details may be changed in consultation with the post holder.



## PERSON SPECIFICATION

**JOB TITLE:** PHP Health Clinician

| Specification   | Essential | Desirable |
|---|-----------|-----------|
| <b>Professional Qualifications, Education and Training:</b>   |           |           |
| Registered with the GMC; in current clinical practice   | X         |           |
| MRCGP or MRCPsych or RMN + HHP or equivalent  | X         |           |
| Part 1& 2 RCGP Certificate in Substance Misuse or equivalent  |           | X         |
| Evidence of continuing professional development   |           | X         |
| Evidence of postgraduate study in substance misuse – Part 2 RCGP Certificate in Substance Misuse or equivalent such as other specialist psychiatric experience in a related field e.g. eating disorders |           | X         |
| <b>Experience:</b>  |           |           |
| Minimum 5 years post qualification experience in managing mental health   | X         |           |
| Significant experience of working in mental health and/or addiction   | X         |           |
| Empathy and an understanding of distressed doctors' many of whom will have been reluctant to contact the service  | X         |           |
| Experience of working with sick health professionals  |           | X         |

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|--|---|---|
| Experience of producing reports, assessments and presentations involving highly complex information.   | X |   |
| Experience of providing, receiving and processing sensitive or contentious information and communicating this effectively.                         | X |   |
| Experience of building and developing effective working relationships and networking with senior professionals                                     | X |   |
| Personal clinical supervision  |   | X |
| <b>Skills, Abilities and Knowledge:</b>  |   |   |
| Able to utilise different and innovative modalities to consult with patients including text, email and skype                                       |   | X |
| Knowledge of the needs of health professionals, including knowledge of relevant epidemiology, natural history, assessment, treatment and prognosis |   | X |
| Understanding of help seeking behavior and access to health care by health professionals   |   | X |
| Be aware of the full range of treatment models for the management of different mental health problems  | X |   |
| Have a knowledge of behavioral, medical, social and psychological factors that are particularly prevalent in health professionals                  | X |   |

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|---|---|---|
| Have an awareness of boundary issues when dealing with practitioner-patients  | X |   |
| Understanding of the roles of other health professionals  | X |   |
| Understanding of the professional regulation and standards environment for healthcare professionals                                   | X |   |
| Be able to raise the issue of mental health problems sensitively either in response to a particular presentation or opportunistically | X |   |
| Be able to provide support and advice to other practitioners on the management of practitioner-patients                               |   | X |
| Able to refer practitioner-patients to appropriate treatment services   | X |   |
| Able to minimise risk of mental health problems/addiction in self and support personal wellbeing                                      | X |   |
| An understanding of the education and training environment for doctors and dentists   | X |   |
| An ability to work in an integrated multi-professional team   | X |   |
| Ability to identify and manage risk holistically, beyond risk to self/ others   | X |   |
| <b>Specific Aptitudes and Abilities:</b>  |   |   |
| To be able to maintain confidentiality at all levels  | X |   |

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|---|---|--|
| Have a non judgmental attitude  | X |  |
| Support and encourage normalisation of mental health discussions by health professionals                                | X |  |
| Have an awareness of how cultural, gender, sexual or spiritual differences may impact on assessment and engagement      | X |  |
| To be solution focused and consider innovative approaches to problem solving  | X |  |
| Have an ability to work as part of a team and to communicate effectively and shared ownership of care with team members | X |  |
| Have a flexible approach to delivery of care including use of technology  | X |  |