

Role Description

Organisation:	Primary Eyecare Services
Directorate:	Service Development Directorate
Job Title:	Clinical Lead
Terms:	Part-Time – 2 days per week
Hours:	Fixed
Salary Band:	£60,000 - £75,000 Per annum FTE
Location:	Hybrid
Reporting to:	Professional Services Director, Clinical Director

About Primary Eyecare Services

Primary Eyecare Services (PES) is an established provider of high-quality extended eye care services (those beyond sight testing) utilising a large network of optical practice subcontractors across England (~2500). PES currently holds and manages contracts on behalf of the primary eye care network, spanning more than 28 integrated care systems and delivering over 450,000 episodes of patient care each year with a total annual turnover of ~£25+million. PES is a not-for-profit company, limited by guarantee. This sees the majority of generated income pass through to frontline eye care services in optical practices.

Primary Eyecare Services (PES) is a CQC Registered provider also delivering NHS urgent eyecare telemedicine and NHS referral management services through its Contact Centre located in Ancoats, Manchester.

Role Purpose:

- The Clinical Lead should be embedded in the local clinical networks (where applicable) to support with the development and delivery of new services and existing services.
- The Clinical lead is responsible for working with the PES contract manager and clinical team for the day-to-day monitoring of service provision and delivery including mobilisation, auditing and performance monitoring of the service.
- The Clinical Lead should work in collaboration with LOCs to support new service development and maintain local service delivery.
- A key part of the role is supporting practices and hospitals with service delivery – ensuring that the optimal number of practices are involved in delivering services across a locality.

Responsibilities:

- Play a key role in the mobilisation of new services, including presenting service pathways.
- Development of service pathways with key local stakeholders
- Supporting the development of clinical pathways and protocols
- Develop strong working relationships with key local stakeholders e.g. LOC, clinicians, etc.
- Point of contact to support practice based and clinical queries.
- Key point of contact for commissioners alongside contract managers.

- Engagement with wider primary care and secondary care.
- Support contracts managers with the production of reports on overall service performance (Frequency depending on service and commissioner)
- Implement service development and improvement following engagement and feedback from internal and external stakeholders e.g. recommendations from Clinical Directors, Failsafe team, commissioners, trusts, etc.
- Work closely with Local Optical Committee's assigned Liaison Officer for service delivery
- Work closely with the LOCs and LOCSU on new service development
- Ongoing audit of services, including outlier investigations. Supplying anonymised data reports to sub-contractor optometry practices and clinicians providing services
- Managing and monitoring the performance of the network of optometric sub-contractors in line with the Standard Operating Procedures
- Support performance management intervention(s) with outlier practices
- Implementation of the appropriate Performance Management measures
- Designing communications to sub-contractors e.g. monthly/quarterly news bulletin.
- Identify specific training needs and arrange peer supervision for the accredited optometrists to share and learn from each other's experiences.
- Ensure appropriate patient and peer feedback drives service improvement.
- Disseminate protocols for critical incident reporting so that incidents can be dealt with when they occur and take learning points from them to prevent repeats in the future.
- Ensure practices learn from all patient safety incidents and other reportable incidents.
- Undertake practice visits as required.

PERSON SPECIFICATION			
		<i>Essential / Desirable</i>	<i>Method of Assessment</i>
<i>Qualifications/ Registration</i>	Qualified optometrist or Dispensing Optician GOC Registered	E	Application form / interview / CV
	Evidence of CPD/CET in accordance with GOC regulations.	E	
	Completion of the WOPEC audit and or Leadership Course or equivalent	D	
<i>Experience</i>	Experience in delivering community optometry services	D	Application form / interview / CV
	Demonstrable experience of managing audit and quality issues	D	
	Demonstrable experience in service improvement.	D	
	Demonstrable experience in new service development/commissioning	D	
<i>Management & Leadership Skills</i>	Ability to implement and support new initiatives	E	Application form / interview / CV
	Excellent interpersonal skills	E	
	Ability to cope effectively under pressure whilst delivering results	E	
	Demonstrate ability to work effectively as a team member assisting colleagues to deliver objectives.	E	
	Ability to express information in a clear, concise and understandable way both verbally and in writing.	E	
	Ability to manage priorities	E	
<i>Other</i>	Caring and empathetic attitude to patients	E	Application form / interview
	Act in ways that support equality and promote diversity	E	
	Flexibility in availability to attend meetings and able to travel as required	E	