

Job description

Deputy Failsafe Manager, Diabetic Eye Screening Programme (DESP)

Location: Flexible

Reports to: Deputy Failsafe Manager

Working with: Failsafe Manager, Programme Clinical Lead, Programme Manager, Consultant Ophthalmologists, GP Practices, Bookings Manager & Engagement Manager

InHealth Intelligence is a leading software provider of information management solutions and forms part of the InHealth Group that sees more than 5 million patients each year. Our main areas of focus include diabetic eye screening solutions, population-based data analysis and Child Health Information Services (CHIS.)

For each patient under HES (Hospital Eye Service) care the DESP requires details of their appointing, examination/treatment and discharge. Specific National guidance specifies the requirements placed on Failsafe to track each of these patients to ensure clinical responsibility is transferred; patients are seen and treated within nationally set timeframes, are monitored and tracked and not lost to follow-up. This data is then used to report to the NDESP against national Quality Assurance Standards.

What you will do:

The post-holder will liaise with hospital embedded Failsafe Officers, Hospital Eye Services (HES) Secretaries, and Consultant Ophthalmologists to ensure DESP referrals have been received, patients are appointed in timescales, and all appointments, treatment, discharge and follow-up information is obtained.

What you are responsible for:

- To assist the Failsafe Manager in the operational running of the Failsafe service and deputise for the Failsafe Manager in their absence.
- To have line management responsibility for the Local failsafe Team as per the organogram and provide software training to HES Embedded Failsafe Officers where needed.
- Ensure all patients requiring referral are referred that day.
- Ensure all referred patients are tracked (as per national guidance and Policy) confirming the referral has been acknowledged and received, first appointment date, attendance and treatment information, and notification of discharge / follow-up provided (this information will all be entered into the software by the HES Embedded Failsafe Officer but Failsafe should ensure this is all complete) and that the patient's GP is notified of non-attendance at HES.
- For patients under the care of HES, ensure the HES Embedded failsafe officer is updating the hospital care status of the patient to maintain their suspension in the diabetic eye screening programme, so patients are not invited for screening incorrectly.

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- Maintain an overview of entire patient pathway and ensure safe systems. Review and audit these systems and undertake failsafe activities to ensure patients are in correct status.
- Ensure patients are on the Single Collated List and that the list is maintained and validated in accordance with National Standard Operating procedures and national guidance
- Audit Patients who are Excluded as Medically unfit to ensure they are excluded appropriately and in line with guidance. Audit Patients who Postpone their Diabetic Eye Screening to validate the reason for postponement (not diabetic, terminally ill, under HES, etc). Ensure patients who could not be screened digitally are appropriately managed.
- Ensure all Failsafe related procedures are followed and appropriately documented.
- Ensure all activity and checks specified in the Standard Operating Procedure are undertaken in a timely manner.
- Assist the Failsafe Manager in maintaining a programme of pathway review so that each area of patient pathway is reviewed over a quarterly period and opportunities for improvement are reflected in the Corporate Standard Operating Procedures.
- Advise the Failsafe Manager on changes required to documented Failsafe Procedures.
- As directed by the Failsafe Manager and by Health Intelligence policies and procedures, undertake reviews, failsafe actions and clearly document all interventions.
- Ensure data quality checks and performance validations are undertaken.
- Identify serious incidents, near misses and raise weaknesses with the responsible party (both internally and externally).
- Produce Reports where needed of projects worked on, Serious Incidents, and Updates for Board and Internal Performance Reporting Conference calls.
- As required deputise for the Failsafe Manager in the attendance at Programme Board meetings. Provide and present a failsafe managers report detailing failsafe activity, issues and next steps.
- Regularly review national guidelines and best practice relating to failsafe and take this into account when fulfilling the role.
- Deal with
 - telephone (including voicemail), email and postal queries from Patients, Screeners, Hospitals, Optometrists, and GP Practices.
 - correspondence from other Screening Programmes, and communicate securely with them to ensure patients are recalled timely.
- Attend MDT Meetings if required.
- Liaise with and support the Clinical Lead and the Programme Manager.
- Accurately record detailed clinical information for further analysis and reporting.
- Maintain strict confidentiality in respect of clients, correspondence and communication associated with duties
- Following suitable preparation, be prepared to undertake new skills/procedures, relevant to patient need and in accordance with Health Intelligence policy.

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What people see in you:

- A team player who is supportive, reliable and trustworthy
- Someone who is approachable, dedicated and hardworking
- A people person – someone who enjoys working alongside and helping others
- Someone who thrives on and remains calm and focused in challenging situations
- Great organisational skills with the ability to prioritise workloads
- A high level of attention to detail and who works well within set procedures

You will:

- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively
- Educated to GCSE or equivalent Qualifications and or training/experience in Patient Care
- Understand the importance of patient confidentiality and be aware of data protection
- Have excellent verbal and written communication skills
- Be flexible in weekly working patterns and locations as required
- Have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirements of health and safety regulations
- Maintain and ensure observation of robust internal quality assurance measures to meet national standards
- Be comfortable with audits and reporting

You will have experience of:

- Experience of working within Failsafe
- Knowledge of NDESP standards
- Knowledge of National Screening Committee (NSC) and NDESP guidelines, NICE and NSF
- Quantitative and Qualitative research methods and statistics
- Previous experience in a healthcare environment

Further reading

TEAM SUPPORT

- Assist in the implementation of the programme to meet national standards and targets. The scope includes a public and patient involvement; remote treatment locations; documenting, collating and analyzing relevant clinical information; generating pre-existing reports.

STAFFING

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- Train and support HEs Embedded Failsafe personnel staff both on site and at base location.
- Participate in team meetings.
- Participate in staff appraisal and ensure objectives set are achieved.

Other

- Flexibility in weekly working pattern and location as required.

Safeguarding

- Post holders have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.
- All employees must comply with Health Intelligence Equal Opportunity Policy and Race Equality Scheme and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, disability, sexual orientation or religious belief.

GENERAL:

- This job description is a summary of the key tasks and may be subject to change in light of the developing organisation and in consultation with the post holder. The job description reflects the need to cultivate the service. It will evolve with the continuing expansion of the service and will be reviewed through mutual agreement between the post holder and the line manager.
- Have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirements of health and safety regulations.
- Undertake other duties that may be required from time to time and that are consistent with the responsibilities of the grade.
- Provide satisfactory clearance of suitability from the Data Barring Service
- All of the above activities are governed by standard operating procedures and policies, standing financial instructions, policies and procedures and standards of Health Intelligence as well as legislation and professional standards and guidelines.
- At all times work in the best interest of the patient, treating them with respect and maintain their dignity.
- The post-holder is to exercise judgement and make decisions within the framework of legislation and Company policy. Matters not covered by existing policy are referred to the Programme Manager and/or Director of Governance and Clinical Services for guidance.

Information governance and security

- All staff must undertake the allocated IG Training Tool Modules and read the Security Policy signing the Security Commitment Form to confirm they have read, understood and will adhere to the policy.

CONFIDENTIALITY:

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- Attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action taken by Health Intelligence which might include dismissal. You should consult your line manager if you consider that there is a need to breach such confidentiality.

RISK MANAGEMENT

- The post holder also has a responsibility in the promotion of a Risk Management culture by ensuring that all business and workplace risks (including work practices and environment) are identified, assessed and reported.
- The post holder is expected to comply with the provisions of the Incident Reporting & Management Policy.

Business Continuity/Civil Emergencies

- In the event of a major incident or emergency situation, the post holder will be expected to undertake any other duties as required to support the work of the Company to maintain business continuity.
- This may include work outside of the post holder's normal sphere of activities, including functions not detailed within this job description or working within another location or environment. However, the post holder will not be required to undertake any function for which he or she is not trained or qualified to perform. Normal health & safety procedures would continue to apply and accountability remains with Health Intelligence

HEALTH & SAFETY – GENERAL:

Under the provisions contained in the Health & Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work.
- To co-operate with Health Intelligence, as far as is necessary, to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health & safety or welfare at work.