

Programme Manager – Diabetic Eye Screening

Location: Wakefield

Reports to: Regional Manager

Working with: Programme Clinical Lead, Deputy Programme Manager, Senior Grader, Commissioning Leads, Screening Quality Assurance Advisors, Hospital Eye Service contacts, GP practices, Local Stakeholder Groups

Introduction:

The InHealth Group is the UK's largest specialist provider of diagnostic and healthcare solutions, making healthcare better by working with hospitals and commissioners across the NHS and independent sector. In the last year, we have supported more than 5 million people in their healthcare journeys, the majority of these are NHS patients and service users.

As a people-focused organisation, our teams are integral in how we deliver our services and our values of Trust, Passion, Care and Fresh Thinking underpin everything we do, influencing the way we interact with patients, customers, and colleagues.

We currently manage the contracts for 19 Diabetic Eye Screening Programmes across England, offering regular retinal screening to around 2 million patients.

What you will do:

The post-holder will be responsible for the operational running and day to day delivery of the DES programme, continual improvement and management of the screening and grading function, ensuring compliance of the workforce with education and training requirements, monitoring of routine performance, undertaking internal quality assurance; responding to queries and complaints and liaison with linked services such as those provided by the Hospital Eye Services and those under the surveillance system.

The post holder is accountable for the safe running of call/recall; administration; failsafe and management of exclusions and suspensions. Their primary objective is to deliver a high quality, cost effective, efficient and safe diabetic eye screening service in line with National standards and requirements.

What you are responsible for:

- Responsible for the operational delivery and management of the DES Programme including:
 1. The effective utilisation and deployment of staff and resources to achieve safe, efficient and patient centred service delivery
 2. Through the team, ensure the Single Collated List is accurate, validated and maintained

3. To work collaboratively with external partners within the programme including Commissioners, Public Health, GPs and Hospital Eye Services
 4. To ensure effective engagement with patients, community groups and wider stakeholders is achieved and that feed-back received is collated, acted and reported on
 5. Deploying an effective screening and grading schedule that is cross-checked with Bookings, the Screening venues and where necessary; accommodates equipment movements, meeting all national DESP requirements including screening within secure establishments and institutions
 6. Working with the Head of Diabetic Eye Screening Programmes to ensure consistent high-quality image grading is being delivered by the whole team
 7. Ensuring premises and screening/grading compliance visits are undertaken and where necessary identified action taken including that relating to Accessibility, Health & Safety and/or infection control
 8. Leading operational change and continual improvement to ensure the service meets the diverse needs of patients in the Programme Area and remains safe, current, effective and efficient in all aspects
- The operational management and supervision of screening and grading staff ensuring that:
 1. Inappropriate behaviour and high levels of sickness is challenged and dealt with
 2. Absence from work is dealt with in accordance with InHealth policy
 3. Staff complete/have completed their City & Guilds / Health Screener Diploma requirements including the provision of suitable staff for mentoring, coaching and training
 4. Staff meet minimum grading numbers and undertake On-line EQA monthly.
 5. Staff attend MDT meetings
 6. Supporting the operations of the Clinical Assessment Team (CAT) including ensuring staff profiles are updated; feedback is provided, and training needs identified and accommodated through an up to date training matrix
 7. The staff needs of the screening and grading schedules are met at all times, including as a result of unplanned absences, thereby ensuring clinics are not cancelled and screening sessions run smoothly
 8. Annual appraisals and six-monthly reviews are undertaken
 9. All 'relevant to role' InHealth policies and protocols are signed by each employee, as read, understood and will be adhered to
 - Arrange and fully participate in the MDT meetings and adopt a commitment to personal continuous learning and development
 - Oversee the safe running and provision of call/recall; administration; failsafe and management of exclusions and suspensions notifying and advising on any identified service improvements and/or weaknesses
 - Ensure Internal Quality Assurance processes are in place and in accordance with National Guidance

Job description

- To monitor, manage, report and deliver on all Quality Assurance Standards, KPIs and contractual performance and reporting requirements
- Hold regular performance meetings with Engagement, Failsafe and Bookings Managers to assist in ensuring that all engagement and failsafe functions are being carried out appropriately; that Health Equity audits and similar projects are progressing and that all referrals have a positive feedback process to confirm in a timely manner that all referrals have been received and are being action/ rejected.
- To assist in the process of the HES feedback requirements to establish the status of all patients referred
- Attend and participate in Programme Boards, ensuring all reporting is accurate and presented in a timely manner
- To have an external customer and patient-centred focus, dealing with resolving and reporting on complaints and issues and ensuring InHealth systems are kept up to date
- To ensure all patients, carers and others are treated with dignity and respect and that they are listened to and reasonable requests/adjustments (within policy) are accommodated
- To ensure effective business continuity planning and arrangements are in place
- To keep abreast of national developments and innovation in the field and advise and make recommendations on potential advances and improvements in the service delivery and policy
- To become an expert level user of InHealth DESP software advising on potential improvements and developments
- Be a point of contact to address patient enquires requiring a clinical response.
- Manage the programme office ensuring the environment is safe, secure and a suitable environment for grading
- Management of incidents by timely recording on InHealth systems and also in accordance with the national guidance
- To become familiar with and adhere to all relevant InHealth company corporate policies and procedures including standard operating procedures

What people see in you:

- Proactive, takes own initiative
- Assertive, confident and understanding
- Loyalty and flexibility
- Self-motivated
- Tactful and diplomatic
- Supportive and encouraging
- Willingness to challenge the status quo
- High degree of personal and professional probity, integrity and credibility

You will:

- Be educated to A level with GCSE Maths and English or higher/equivalent qualifications
- Have a certificate in management or equivalent experience
- Have Completed your accreditation in Diabetic Retinopathy Screening/ Health Screening Diploma (desirable)
- Be Numerate with excellent written and verbal communication skills

Job description

- Possess effective listening & teaching skills & demonstrate drive and enthusiasm
- Logical problem-solving abilities and be able to encourage and motivate.
- Able to organise and prioritise workload & Manage others
- Ability to work effectively as a team leader and the ability to work under own initiative with minimum of supervision
- Be a people person with the ability to network

You have experience of:

- Working within public health screening programmes encompassing all clinical and administrative functions
- Evidence of continuing professional development
- Management and development of staff
- Knowledge of national DESP and Public Health England policies
- Advanced IT skills
- Knowledge of National Screening Committee (NSC) guidelines, NICE and NSF
- Previous experience in a healthcare environment
- Understanding of diabetes mellitus and its complications