

Job description

Failsafe Manager

Location: Relevant Eye Screening Programme

Reports to: Operational Head of Failsafe

Working with: Clinical Governance/Service Director, Head of DESP, Clinical Leads, Engagement Managers, Bookings Managers, Programme Managers, GPs and Failsafe Officers

InHealth Intelligence is a leading software provider of information management solutions and forms part of the InHealth Group that sees more than 3 million patients each year.

InHealth Intelligence has been and continues to be a proud supporter of the Diabetic Eye Screening Programmes across NHS England and since 2011, InHealth Intelligence has grown to offer fully managed services across the country. To increase efficiency, we also built our own software system which enables us to adapt and change to meet the requirements our employees to achieve a better user experience.

What you will do:

The post-holder will be responsible on a day-to-day basis for managing Failsafe Teams in the reporting, administration and organisation of all Failsafe functions for the relevant Diabetic Eye Screening Programmes.

The post-holder will develop excellent working relationships with the relevant Hospital Departments (principally the Hospital Eye Services (HES), but also Pediatrics, Maternity and Diabetology), Clinical Leads, and Embedded Failsafe Officers, to ensure the DESPs have current, accurate, and complete data for all diabetic patients on the registers.

The post-holder will also liaise with General Practice (GP) and DESP internal departments to ensure all eligible patients are on the registers, in the correct pathway, offered timely appointments and receive their results without delay. If an onward referral to HES is required, the post-holder will ensure that Failsafe functions track each patient through the HES and report their performance against National KPI's and Pathway Standards.

The post-holder will facilitate safe systems with the Programme's Managers and teams, and when incidents occur, ensure these are promptly and appropriately reported, fully investigated to nationally set timescales, enable shared learning across all Health Intelligence DESPs and when required; monitored outcomes going forward.

What you are responsible for:

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- Contribute to the goals and objectives of the DESPs and demonstrate effective administrative leadership.
- Have line management responsibility for the Failsafe Team as per the organogram and provide training and support where needed.
- Direct the work of the Failsafe Team for undertaking reviews, completing Failsafe tasks and clearly documenting all interventions.
- Oversee that all Failsafe activities and checks, as specified in the Standard Operating Procedure, are undertaken throughout the DESPs and in a timely manner.
- Responsible for ensuring accurate, appropriate and timely management of updating software information.
- Perform detailed, accurate exception analysis and reporting within restricted timescales.
- Following suitable preparation, be prepared to undertake new skills/procedures, relevant to patient/service need and in accordance with policy.
- Monitor that systems are in place to enable all patients who require referral, to be referred that day.
- Liaise with and support the Clinical Lead where clinical input is required and the Programme, Bookings and Engagement Managers.
- Assist the Engagement Managers in ensuring that all diabetic 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.
- Liaise with medical staff and administrative staff in Acute Trusts to ensure that the DESPs receive adequate feedback from Ophthalmology.
- Oversee patient queries/cases, reviews of CVI data and Laser Book Analysis.
- Ensure all Health Intelligence policies and procedures are followed, undertaking regular reviews, managing safe Failsafe actions and clearly documenting all interventions. Advise the Failsafe Team when changes are made and monitor that these are followed.
- Regularly review national guidelines and best practice relating to Failsafe and take this into account when fulfilling the role.
- Maintain strict confidentiality in respect of clients, correspondence and communication associated with duties.
- Regularly review the entire patient pathway on a quarterly period to enable safe working systems in line with the Standard Operating Procedure (SOP). Review and audit these systems and identify opportunities for improvement to ensure patients are in a correct status.
- Audit the Screening to Treatment Timeline (STTT) to demonstrate that all referred patients are tracked as per national guidance and local policy.
- Ensure systems are in place to inform patients, GP's, Paediatrics, Diabetologists and Maternity services of patient outcomes in a timely manner.
- For patients under the care of HES; audit that the hospital care status for each patient occurs in a timely manner. This will demonstrate that patients are not invited for screening incorrectly and maintain appropriate suspensions. When discharged patients should be referred back into the correct pathway.
- To oversee the co-ordination of patient appointments in Acute Trusts and proactively elevate any concerns to the Programme's Managers.

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- Take responsibility for data quality and record keeping throughout Failsafe by performing data quality checks with the assistance of the Bookings Office, Engagement Managers and Programme Teams.
- Complete audits of patients who are excluded as medically unfit to ensure they are excluded appropriately and in line with National Guidance. Audit patients who postpone their diabetic eye screening to validate the reason for postponement.
- Ensure patients who could not be screened digitally are appropriately managed throughout the DESPs.
- Assist Engagement Managers to ensure regular validation of the programmes Single Collated List (SCL), including validation of lists from military, prisons and secure institutes and organisations.
- Complete analysis of the CQRS data to highlight any differences in the SCL and support the Engagement Managers to action.
- Identify, report, track and monitor serious incidents, near misses and raise weaknesses with the responsible party (both internally and externally).
- Produce reports as required on projects, Serious Incidents and updates for Programme Boards and internal performance reporting.
- When required; accurately record detailed clinical information for future analysis and reporting.
- Assist Programme Managers to ensure grading meets local timeframe expectations and track any unusual cases through the grading process.
- Deal with:
 - Telephone calls (including voicemail), emails and postal queries from patients, DESP staff, Hospitals, Optometrists and GP Practices.
 - Correspondence from 'other' screening programmes and communicate securely with them to ensure patients are recalled in a timely way.
- Attend MDT Meetings and present Failsafe to the DESP teams as requested.
- Collate data, attend and present at Programme Board meetings:
 - A Failsafe Managers Overview
 - Exception reporting data against National KPI's and Standards
 - A summary of incidents/issues and next steps.
 - Data and summary of CVI's, NPL audits, HES activity, CQRS comparisons, exclusions, pregnant, postponed, suspended, could not be screened and compliance of all patient pathways.

What people see in you:

- Ability to work under pressure and possess logical problem-solving abilities.
- Audit skills and Organisational skills
- Networking and partnership building
- High numerical competence as well as excellent written and verbal communication skills
- Demonstrate drive and enthusiasm with the ability to encourage and motivate.
- Able to organise and prioritise workload and be proactive, takes own initiative
- Assertive, confident and understanding, self-motivated
- Tactful and diplomatic
- Supportive and encouraging
- Willingness to challenge the status quo
- High degree of personal and professional probity, integrity and credibility
- Ability to work under own initiative and able to work effectively as a team

Job description**You have experience of:**

- Experience of managing or operating at a high level within a Diabetic Eye Screening or other National Screening programme
- Evidence of continuing professional development
- Knowledge of NDESP policies
- Knowledge of National Screening Committee (NSC) guidelines, NICE and NSF
- Educated to A level with GCSE Maths and English or equivalent Qualifications
- Management/Leadership qualification or equivalent experience over 5 years
- Performance management of staff and services
- Coaching and mentoring of staff as well as diversity and Equality

Further information**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

- Train and support Failsafe personnel staff both on site and at their base location.
- Participate in team meetings.
- Participate in and enable staff appraisals and ensure objectives set, are achieved.

OTHER

- Flexibility in weekly working pattern and location as required.
- Travel and staying away from base for short periods of time is required for this role.
- Any other reasonable delegated duties.

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.

Job description**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 Governance & Clinical Services Director 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:

- 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.

Job description**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.