



# Clinical Ambassador - Information Pack

**Welcome from Professor Tim Briggs, National Director of Clinical Quality & Efficiency and Clinical Chair of the GIRFT Programme**

The original Getting It Right First Time (GIRFT) pilot in elective orthopaedics marked an important landmark for the National Health Service (NHS) and the orthopaedic specialty. The GIRFT approach which is a clinically led, professionally supported, centrally funded peer to peer review process expanded to a further 11 specialties, with the publication of the second national report relating to General Surgery in August this year. We continue to expand the number of specialties within the GIRFT process and by 2019 we will encompass 35 clinical work-streams.

I, in my role as National Director of Clinical Quality and Efficiency, and Professor Tim Evans, in his role as National Director of Clinical Productivity, have met with all the Royal Colleges and professional associations and have gained their commitment to the GIRFT programme and all are enthusiastic about participating in this clinically-led improvement programme.

Furthermore, we continue to meet with all English Medical Directors to discuss the programme, and attendance at meetings is almost 100% from English trusts with a high level of buy-in from Trusts.

The role of the Clinical Ambassador is instrumental to the success of the GIRFT approach, and offers a unique opportunity to make a difference to improving clinical quality at a local level and improve and enhance your own knowledge, skills and career.

This information pack provides some additional background which I hope you find helpful, however please do not hesitate to contact Ruth Tyrrell, National HR Lead - GIRFT with any questions or queries.

I look forward to hearing from you.



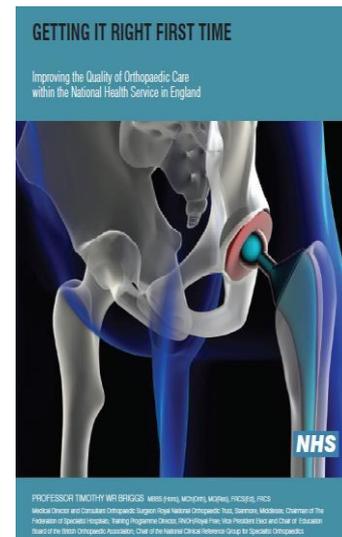
Professor Tim Briggs  
National Director of Clinical Quality & Efficiency and Clinical Chair of the GIRFT Programme

## Overview of the Getting It Right First Time Programme

GIRFT is a methodology that seeks to improve the quality of clinical outcomes, to reduce unwanted variation and complications and employs data sets for a range of specialties, expanded to 35, to demonstrate that immediate quality improvements for patients can, in turn, provide cashable savings to the NHS.

The first 'Getting it right first time' report, published by Professor Tim Briggs in 2012 suggested that changes could be made to improve pathways of care, patient experience, and outcomes - with significant cost savings, and now forms a key part of the roll-out of the recommendations in Lord Carter's report (February 2016) in operational performance and productivity in acute hospitals.

The second report on General Surgery was published in August 2017 and equally identified significant differences in the way general surgery services are delivered and in the outcomes they produce.



## GIRFT Beyond Orthopaedics – Next Steps

GIRFT is fundamentally an approach that is complementary to all the programmes that exist across the health service. However, it is also something new in that it is pulling together and comparing multiple data sources in a way that will help providers to understand the real issues relating to their quality or productivity in a national clinical and operational context. It is a complement to RightCare, support to commissioners, data source for the CQC, reassurance to patients and clinicians and of course the tax payer through

- Avoiding and preventing £1.4bn of wasted costs, unnecessary treatment and patient suffering every year.
- Establishment of regional architecture, with including hub clinical ambassadors to hold Trusts to account and drive implementation of the recommendations using the metrics.
- Procurement resources established regionally to drive transparency, evidence-based product rationalisation and better procurement – linked to Category Towers
- Inclusion and focus on Productivity, including job planning.
- Directly link good practice on Nursing and Allied Health Professionals.
- Deep dive visits with all Trusts rather than a sample within each specialty.
- Implementation of Lord Carter recommendations.

Since the Secretary of State for Health announced further support to the GIRFT programme on 8<sup>th</sup> November 2016, additional specialties have been added to the programme which now encompasses all of the following:

Orthopaedics Urology Obstetrics and Gynaecology Emergency Medicine Plastic Surgery and Burns Intensive and Critical Care Dermatology Pathology Mental Health	Spinal ENT Ophthalmology Breast Surgery Diabetes Gastroenterology Neurology Acute and General Medicine Stroke	Vascular Oral and Maxillofacial Paediatric General Surgery Hospital Dentistry Endocrinology Geriatric Medicine Rheumatology Outpatients Trauma	General Surgery Cardiothoracic Neurosurgery Cardiology Imaging and Radiology Respiratory Renal Anaesthesia and PeriOperative Medicine
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**GIRFT Implementation Structure**

With the establishment of GIRFT Regional Hubs, Clinical Ambassadors, supported by a Hub Director and local GIRFT team, will facilitate support to tackle the challenges and findings behind the variation that the reviews highlights at a local level and ensure clinical engagement of Trust responses to national GIRFT reports and, oversee the quality assurance and sign off processes for implementation plans arising from GIRFT speciality work streams within the context of local sustainability and transformation programmes.



## Role Description

<b>Job Title:</b>	Clinical Ambassador
<b>Responsible To:</b>	GIRFT Hub Director
<b>Accountable To:</b>	Professor Tim Briggs (GIRFT)  Regional Professional Clinical Lead (Medical Director / Chief Nurse or Chief Allied Health Professional)
<b>Key Relationships:</b>	GIRFT Managing Director/Deputy SRO  GIRFT Director of Policy and Implementation  GIRFT National Clinical Leads& other, Clinical Ambassadors  Trust Champions, Medical Directors, Chief Nurses, Chief Allied Health Professionals, Senior Clinicians, Senior Management  Commissioning Groups, & STP Lead Officers
<b>Location:</b>	Flexible – Hub Office / Home Based in the following hub areas: South East; South West; London; East Midlands; West Midlands; North West; North East
<b>Remuneration:</b>	Seconded from Current Role
<b>Tenure/Contract:</b>	Initially a 2 year secondment from current employer (or exceptionally a 2 year temporary contract of employment will be considered). Commitment of 88 days per year .

### Role Summary/Purpose

The Getting it Right First Time (GIRFT) Programme will help NHS trusts reduce unwarranted variation in clinical quality, productivity and efficiency across 35 clinical work-streams and associated clinical services, and enable £1.4bn of annual recurring efficiencies to be delivered by 2020-21.

The Clinical Ambassador will have an important role in helping trust CEOs and Executive team to synthesize up to 35 separate workstream implementation plans, drawing out the strategic clinical issues such as opportunities to consolidate several specialties into a smaller number of leaner clinical line management chains, or to work across sites and specialties to realise economies of scale through delivering network level solutions across local health economies.

The Clinical Ambassador will ensure clinical engagement of Trust responses to national GIRFT reports and, with the Hub Director, oversee the quality assurance and sign off processes for implementation plans arising from GIRFT speciality work streams in the Hub Area for use by acute providers within the context of local sustainability and transformation programmes.

The Clinical Ambassador will, supported by the Hub GIRFT team, facilitate support to tackle the challenges and findings behind the variation that the review highlights at a local level.

## **Main Duties and Responsibilities**

The Clinical Ambassador will specifically facilitate and lead the delivery of the following programme outputs for the Hub Area:

- Engagement of clinical communities across 35 GIRFT specialties within the hub area to promote awareness and understanding of GIRFT clinical metrics and dashboards across the Area.
- In partnership with the Hub Director, ensure ongoing visibility at Trust Board level of clinical metrics and dashboards.
- Oversee GIRFT implementation plans for each affected provider within the Hub Area.
- Track changes in metrics across all Hub Area Trusts, including outliers and demonstrate impact of GIRFT programme across the area.
- Support or signpost Trusts/Specialties to best practice exemplars to reduce variation from the published metrics.
- Facilitate collaboration across the Hub Area as appropriate through GIRFT National Leads, Royal College/Societies/Clinical Senates etc.
- Advise and engage CCG's regarding clinical metrics and dashboards to inform planning decisions within local STPs.
- Liaise with NHSI Regional infrastructure as necessary to ensure awareness of best practice exemplars and outliers within the area.

## **Essential Requirements to undertake the role:**

### **Experience**

- Skilled and effective clinical leader who is recognised as an expert by clinical colleagues and has the endorsement of their specialty society
- Minimum 10 years practising as a fully qualified professional in the UK;
- Registered clinician who is currently practicing (or has practised within the past 2 years) and who can maintain /revalidate their registration;
- Experience in senior leadership role within the NHS (preferably Medical Director/Director of Nursing or equivalent or Deputy or Clinical Director role within large organization)
- Proven experience of delivering service improvement and managing change with own or other organisation;
- Proven experience to lead, motivate, inspire & support a multi-professional teams and be able to work effectively & sensitively within it;

### **Education / Qualifications**

- Fully qualified in respective profession;
- Full registration with GMC and appropriate Specialist Register or NMC or HPC or other relevant professional body (without restrictions or warnings);
- Demonstrate the highest ethical and Professional standards;
- Demonstrate continued professional development;
- Evidence relevant research with recent peer reviewed publications (Desirable);
- Management Qualification (Desirable);
- Masters or PhD in a relevant discipline (Desirable).

### **Knowledge of**

- Getting it Right First Time methodology;
- National and specialty view of best practice;
- Methods of developing quality assurance, quality improvement and evidence based clinical and/or public health practice;
- Knowledge of, or ability to acquire knowledge and understanding of epidemiology and statistics;
- Understanding of social and political environment including an awareness of the National policy issues for tertiary care development.

### **Skills & aptitudes**

- Negotiation and motivational skills;
- Ability to respond to changing agendas and priorities;
- Excellent written and verbal communication skills;
- Highly developed analytical skills including the ability to analyse and

- evaluate;
- Research evidence from a range of sources to make recommendations and inform decision making;
- High level of computer literacy.

### **Travel and Availability**

- Available to undertake regular travel throughout England.

### **Other information**

#### **Secondment Details**

You and your current employer will be required to sign a secondment agreement which will formally set out the arrangements relating to your individual secondment with the GIRFT programme.

#### **Conflict of Interest**

You are required to declare any involvement, either directly or indirectly, with any firm, company or organisation which has a contract with the NHS. Failure to do so may result in your application being rejected, or, if it is discovered after appointment that such information has been withheld, then this may lead to termination of your secondment and/or dismissal.

#### **Confidentiality**

On appointment you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of this role should not be used for any purpose other than that intended. Unauthorised disclosure of information may lead to termination of your secondment and/or dismissal.

#### **Health and Safety**

All staff have a general accountability for ensuring, so far as is reasonably practicable, the health, safety and welfare of colleagues.

The following should also be noted:

- Each employee is required to take reasonable care for his or her own acts or omissions and the effect that these may have upon the safety of themselves or any other person.
  - Every employee must use safety equipment or clothing in a proper manner and for the purpose intended.
  - Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.
  - Every employee must work in accordance with any health and safety procedures, instructions or training that has been given.
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- No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.
  - Every employee is required to bring to the attention of a responsible person any perceived shortcoming in the Trust's safety arrangements or any defects in work equipment.
  - All employees are under a duty to familiarise themselves with the Trust's Health and Safety Policies.

#### **Human Rights**

You are required to comply with the regulations of the Human Rights Act 1998 during the course of your employment.

#### **Employment Details**

The Royal National Orthopaedic Hospital NHS Trust (RNOH) is acting as host employer on behalf of the GIRFT Programme, and it is envisaged that appointments will be on a part time secondment basis over an initial two-year period, with an anticipated average commitment of 88 days per year.

Applicants should note that the role involves regular travel throughout England.

### Job Share

Although this secondment is already part time, expressions of interest for a shared secondments i.e 44 days per year will be considered.

### Further Information

For further information or confidential discussion please contact Ruth Tyrrell, National HR Lead – Getting It Right First Time Programme, on 01244 893223.

If you are not currently employed within the NHS then please contact Ruth Tyrrell directly to discuss your suitability.

### Expressions of Interest

**Before applying, you should discuss this opportunity with your existing employer to obtain their support in principle for your application.**

Please send expressions of interest for the role by email directly to Rita Patel, GIRFT Resourcing Officer: [rita.patel@rnoh.nhs.uk](mailto:rita.patel@rnoh.nhs.uk)

Your submission must include

- A full curriculum vitae (no more than 4 pages) including
  - A contact email address and telephone number
- A covering letter indicating
  - The Hub area you wish to support;
  - Your preferred Job Share partner (If applicable);
  - How you meet the person specification and;
  - Articulating why you are interested in the role;
  - Confirmation that you have the support of your employer.

**Expression of interest should be received no later than:**

Sunday 5<sup>th</sup> November 2017

**Please note informal discussions with interested parties will be undertaken prior to confirmation of secondment.**