**Job description and person specification**

| **Position** | | | |
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| **Job title** | **Clinical Reviewer** | **Directorate** | **XX DCO Team (xx region)** |
| **Pay band** | **Other** | **Responsible to** | **[insert job title e.g. Head of Health & Justice Commissioner]** |
| **Salary** | **To be agreed following Medical Off Payroll Worker Project review** | **Accountable to** | **Engaging DCO Team:**  **GP – Medical Director**  **Nurse – Director of Nursing**  **Allied Health professional – Medical Director** |
| **Tenure** | Choose an item. | **Responsible for** |  |
| **Funding Arrangements** | Choose an item. | **Base** | **Not applicable** |
| **NHS England Values** | | **NHS England Behaviours** | |
| The values enshrined in the NHS Constitution underpin all that we do:   * Respect and dignity. * Commitment to the quality of care. * Compassion. * Improving lives. * Working together for patients. * Everyone counts. | | Our behaviours: leading by example:   * **We priorities patients in every decision we take.** * **We listen and learn.** * **We are evidence-based.** * **We are open and transparent.** * **We are inclusive.** * **We strive for improvement.** | |
| **Service and team** | | **About the role** | |
| The Prison and Probation Ombudsman (PPO) are responsible for carrying out reviews of all deaths which occurred in:   * Prisons, Young Offender Institutions (YOIs) and Secure Training Centres (STCs) * Approved Premises * Immigration Removal Centres (IRCs) * Secure Children’s Homes (SCHs) * Courts   The PPO has responsibility for the overall investigation process and formally engages with NHS England to commission a review of the care the prisoner received whilst in custody or detention  The Clinical Review includes past and current medical history and any clinical events pertinent to the death and particularly examines and assesses the equivalence of care compared to what the individual could have expected to receive in the community.  NHS England health and justice commissioning teams have commissioning responsibility for healthcare services in prisons, YOIs, STC, IRCs, and SCHs in England. A death in custody is regarded as a Serious Incident (SI) in line with similar incidents in relation to community NHS funded services, and as such should be subject to an investigation.  Health & Justice Commissioners has responsibility for coordinating all Clinical Reviews for deaths in custody which occur within the prisons across England. | | The Clinical Reviewer is responsible for undertaking a clinical review relating to the death of a person in the custody of (or released on temporary license from) a prison, Young Offenders Institution, Secure Training Centre, Immigration Removal Centre, Court premises or Approved premises.  The Clinical Reviewer will be responsible for conducting a joint investigation with the PPO:   * To consider the care the deceased received whilst in custody or detention pertinent to the death; * Establish the circumstances and events surrounding a death in custody; * Determine if the care received by the deceased was equivalent to what one could expect to receive in the community; and * Examine whether any change in operational methods, policy, practice or management arrangements in custody would help prevent a recurrence   The Clinical Reviewer will:   * Have access to a secure e-mail service for receipt and despatch of confidential documents (e.g. NHS.net Mail) * Receive the delivery of the prisoner clinical information and will ensure that all clinical information is held securely * Liaise with the PPO investigating officer and key personnel within the prison prior to carrying out the review. * Carry out the review and compile a report in accordance with guidance issued by NHS England * Notify the commissioner of any difficulties in accessing the prison or obtaining information which is required to carry out the review. * Attend the coroner’s court if requested to do so. * When other providers have contributed to the care of the deceased, then the reviewer should liaise with representatives from such organisations in the review, as required. E.g. mental health providers, drug and alcohol services and acute hospital trusts. | |
| **Key role and professional responsibilities** | | **Key accountabilities** | |
| To provide NHS England health and justice commissioning teams with a clinical review report that meets the requirements set out in the NHS England Clinical Review Guidelines and PPO Clinical Review Guidelines, in support of the PPO investigation into a death in custody.  **PRINCIPAL ROLE RESPONSIBILITIES**   * Undertake a clinical review investigation to consider the healthcare the deceased received while in custody or detention; * Visit the secure custodial or detention setting when required, interviewing staff and reviewing clinical and operational systems and processes relevant to the deceased’s clinical care; * To carry out any other clinical or records reviews as requested by PPO and NHS England health and justice commissioning teams; * To provide investigation reports and reviews within the agreed timeframes and in accordance with the requirements described in the NHS England Clinical Review Guidelines; * Utilise a ‘how’ and ‘why’ approach to investigations in order to identify lessons learnt rather than a ‘who’ was to blame approach; * Examine how and when the prisoner died, including;   + Any root cause   + Whether the care was equivalent to that in the community   + Whether there are learning opportunities to prevent future deaths   + Identifying any examples of good practice * To examine both the primary care and secondary care provided, including referral processes and timeliness * To produce a chronology of health and social care events leading up to the incident * Identify any care of service delivery failures, along with any contributory factors * Make Specific, Measurable, Achievable, Realistic and Timely (SMART) recommendations for the health community and services * Ensure the clinical review provides explanations and insight for the relatives of the deceased, ensuring the report is sensitive to and respects the privacy, dignity and needs of the family; * To maintain confidentiality in accordance with the statutory duties of the organisation   **PRINCIPAL PROFESSIONAL RESPONSIBILITIES**   * To ensure GMC/NMC registration and revalidation is up to date * To use professional judgement at all times * To maintain an up to date awareness of current policies and guidelines pertinent to the clinical area and custodial or detention setting where the death occurred; * To liaise effectively with third party and external organisations * To refer to other clinical colleagues and/or Subject Matter Experts (SMEs) as necessary for advice, whilst maintaining accountability and responsibility for completing clinical review report within the agreed time frame set by the PPO. * To act independently and objectively * To work independently, taking responsibility and accountability for managing own workload, risk assessment and risk management. * To escalate issues affecting service delivery or patient safety in a timely and appropriate manner as necessary. * To participate in an annual personal development review (PDR)   **KEY RELATIONSHIPS**  Regular reporting and liaising regarding cases will be via [job title] and clinical reviewer. Further communication and working relationships with external organisations may also be required and would include:  External;  Prison Probation Ombudsman  HM Prison & Probation Service  Commissioning Leads  Public Health England | | **COMPULSORY REQUIREMENTS**  The post holder as part of the position must:   * Be a registered doctor on the GMC; **or** * Be a registered nurse with the Nursing & Midwifery Council (NMC) * Have current clinical or healthcare management responsibility, and have up to date clinical practice and evidence of professional development and/or other health/social care professionals; **or** * Be on the relevant professional register (GMC/NMC), and have worked in a clinical or healthcare management role for a minimum of 5 years * Have evidence of current and ongoing professional development. * Have a minimum of 5 years’ experience in a clinical role * Have completed a properly structured 2 day investigation training course that follows the NPSA or RCA investigation guidelines in the last 3 years * Complete annual Mandatory and Statutory Training (MAST) as required by NHS England; to include Information Governance (IG) training * Attend at least **2** quarterly clinical review meetings held at the local offices ***(for local/regional determination)*** * Attend clinical review training   **Governance**   * To support the organisation to act safely and responsibly in relation to staff, patients, and the communities in which they work. * To ensure that the law in key areas such as health and safety, employment, finance and Information Governance is complied with in your work area. * To work within specific regulations such as governance arrangements and ethical frameworks for the NHS and, ensure that staff comply with all relevant regulations. * To ensure incidents are reported through NHS England reporting system for corrective action and continuous development. To foster a fair and just culture where staff learn from incidents and are willing to report both incidents and near misses.   **Confidentiality / Data Protection / Freedom of Information**  Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act1998.    **Equal Opportunities**  NHS England recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary workers) must at all times fulfil their responsibilities with regard to NHS England Equal Opportunities Policy and equality laws.  **Training**   1. Attendance at a properly structured two day RCA investigation training course, as a minimum, for anyone conducting a patient safety investigation (attendance at conferences on related subject will not in themselves suffice). Training course attended should follow the NPSA RCA investigation guidelines which are still ‘in force’ until such a time as they are updated or superseded.   The course should:   * cover effective solution generation and implementation * follow and promote the NHS Improvement Serious Incident framework * follow and endorse the National Patient Safety Agency (NPSA) guidance and toolkit ( for further information visit: https://www.england.nhs.uk/patientsafety/root-cause/)   NB. A clinical review report is **NOT** an RCA investigation. The RCA training requirement is to evidence skills and competencies to carry out an investigation into the healthcare received by the deceased.   1. Individuals continuing to conduct investigations should complete advanced training within 2- 3 years of their initial 2-day course. (Having attended a two day course investigators should be aiming to advance analytical and improvement skills; and the subsequent quality of investigations and reports). 2. The individual should have updates to the training every three years. | |

| **Person specification** | | | | |
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| **Criteria** |  | **Essential** | **Desirable** | Evidence\* |
| **Qualifications**  **`** | Must be licensed by their relevant professional body.  **Must be currently in clinical practice or have worked in clinical practice in the last 12 months to 2 years.**  For medical applicants: Inclusion in the GMC register and evidence of relevant post-registration continuing professional development.  Minimum of 5 years post registration clinical practice, OR  NMC Registered Nurse. Minimum of 5 years’ post registration with relevant clinical practice as a nurse in front line acute or chronic care, or telephone-based triage.  Evidence of undertaking regular update training and continuous personal/professional development in accordance with regulations and requirements as amended from time to time. | √ |  | A/I |
|  | Educated to masters level or equivalent level of experience of working at a senior level in specialist area. | √ |  | A/I |
|  | Evidence of attendance at a properly structured two day RCA investigation training course follow the NPSA RCA investigation guidelines in the last 3 years | √ |  | A/I |
| **Knowledge and**  **experience** | An awareness and understanding of all service policies and procedures relevant to healthcare commissioning and delivery in the custodial and detained settings.  At least 5 years’ experience in working in a clinical setting | √ |  | A/I |
|  | Extensive knowledge of healthcare in the criminal justice setting, acquired through post graduate training or equivalent experience or training plus further specialist knowledge or experience to master’s level equivalent. | **√** |  | A/I |
|  | Evidence of post qualifying and continuing professional development. | **√** |  | A/I |
|  | Member of relevant professional body. | **√** |  | A/I |
| **Skills and capabilities** | * Excellent Report writing skills * Excellent communication/inter-personal skills * Strong listening and communication skills. * Strong team worker with a collaborative style. * Able to take and follow instructions. * High levels of current clinical knowledge. * Confident to work independently and make own judgements. * Willing and able to learn and use skill set. * Professional attitude and appearance. * Literate and numerate * Committed to personal and professional development. * Understanding and commitment to equal opportunities. * Commitment to clinical review and evidence-based practice. * Good self-management, i.e. self-starter, good time management and able to deliver against set objectives. * Reliable and conscientious. * Commitment to maintaining patient confidentiality, empowerment and the right to self-determination. * Ability to communicate with people from different professional backgrounds and at all levels. * Methodical and systematic approach to working. * Ability to convey information in a simplified and easily understandable way. * Ability to work on their own initiative without direct supervision. * Highly organised and priority conscious. * Committed to ongoing training and development, including mandatory updates |  |  |  |
| **Communication skills** | Must be able to provide and receive highly complex, sensitive or contentious information, and articulate/ present in a sensitive and easy to read manner to a variety of stakeholders or groups. | **√** |  | A/I |
| **Planning skills** | Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly. | **√** |  | A/I |
| **Management Skills** | Must be able to prioritise own work effectively and be able to direct activities of others. Experience of managing and motivating a team and reviewing performance of the individuals. | **√** |  | A/I |
| **Autonomy/Freedom to Act** | Must be able to use initiative to decide relevant actions and make recommendations with the aim of improving deliverables and compliance to policies. | **√** |  | A/I |
|  | Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales. | **√** |  | A/I |
|  | Experience of identifying and interpreting national policy. | **√** |  | A/I |
|  | Experience of researching best practice interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation). | **√** |  | A/I |
| **Values and behaviours** | Commitment to and focused on quality, promotes high standards in all they do. | √ |  | A/I |
|  | Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients. | √ |  | A/I |
|  | Values diversity and difference, operates with integrity and openness | √ |  | A/I |
|  | Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others. | √ |  | A/I |
|  | Consistently looks to improve what they do, look for successful tried and tested ways of working, and also seeks out innovation. | √ |  | A/I |
|  | Actively develops themselves and supports others to do the same. | √ |  | A/I |

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| | \* Evidence will take place with reference to the following information: | | | --- | --- | | **A** | Application form | | **I** | Interview | | **T** | Test or Assessment | | **C** | Certificate | |