

JOB DESCRIPTION

Job Title:	Primary Care IT Facilitator
Band:	6
Department(s):	Information Technology
Function:	Information Technology
Responsible to:	Primary Care Digital Delivery Manager
Accountable to:	Head of Primary Care Digital Delivery
Hours:	37.5 hours per week

The South East London ICB is the NHS management unit of the ICS. It is accountable both to NHS England and to the South East London Integrated Care Partnership (ICP). The ICS exists to deliver four core purposes:

- Improve outcomes in South East London population health and health and care services
- Tackle inequalities in outcomes, experience and access suffered by the residents of South East London
- Enhance productivity and value for money in the in the use of health and care resources in South East London
- Help the NHS support broader social and economic development in South East London.

The ICS is not an intermediate management tier and fundamental to the operating model of the ICS are three fundamental principles:

- **Partnership:** We are a partnership of sovereign bodies coming together to achieve something greater than the sum of the partners. All partners have a voice and all partners have responsibility.
- **Subsidiarity:** We work on the basis of subsidiarity. This means issues and decisions should be dealt at the most local level consistent with their effective resolution.
- **Accountability:** We value both supporting each other and being held to account by each other and our wider partners.



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Equality and Diversity

The ICB is committed to providing services and employment to a community with an increasing variety of backgrounds. To do this effectively it is essential that we promote equality and embrace diversity and treat everyone with dignity and respect.

Disability Confident Employer

We are a Disability Confident Employer and support the guaranteed interview scheme and use of the Government's Access to Work Scheme.

Living our values, we are keen to reflect the diversity of society at every level without our organisation.

Our core values are:

- We are collaborative
- We are caring
- We are inclusive
- We are innovative

We welcome applications from all sections of our community including from people with lived experience and/or knowledge of disability or social exclusion.

If you have accessibility requirements and would like further information about the role please contact recruitment-South London (NHS South East London ICB) recruitment-SouthLondonICBs@selondonics.nhs.uk

Please quote the reference for the role you are looking to apply for when contacting us.

JOB PURPOSE

The post holder will support the strategic implementation of Digital projects and Digital First projects across SEL ICB. They will support the ICB in achieving digital targets identified in the ICB ICT Primary care Strategy, the Local Digital Roadmap, through the Estates and Transformation bids and Primary Care IT group as well as, through the Securing Excellence in GP IT framework.

The post holder will provide support to Primary Care Independent Contractors in the borough or boroughs within the ICB in respect to their development of ICT, with particular emphasis on improving the use of clinical systems and fostering a culture



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of good practice with respect to Information Governance. As well as good project management ability, the post holder will need to have excellent partnership and joint working skills and build/foster good relationships with Primary care colleagues.

The post holder will provide training as necessary for project work and as directed in through regional and national strategy.

Duties and Responsibilities

Project support

- To support the delivery of digital projects and digital first projects necessary to modernise and develop Primary Care, ICT Services.
- To support and co-ordinate progress against agreed projects, in conjunction with project team members.
- To attend project meetings as needed and to coordinate stakeholders in the development and delivery of designated projects.
- To undertake any local risk management for projects and ensure that risk and issue logs are maintained for projects, updated regularly and escalated as required.
- Working closely with digital first colleagues and supporting practices with the onward facilitation of transformation projects that have been approved to be part of BAU services for practices.
- Support practices in the implementation of locally agreed projects.
- Further develop links between GP practices, Primary Care Organisations, community and secondary care where appropriate.
- Work collaboratively to gain the support, engagement and commitment to change. Assisting with processes and procedures as required.
- Provide expertise to assess the risks, and potential project benefits to support the IT Delivery Managers.
- Providing support and implementing technical IT projects.
- Work with and support other members of the ICT /Digital teams as required.
- Work with Information Governance colleagues to ensure compliancy is maintained across General Practice and Care homes.
- Provide training as necessary to promote adoption of technology and to assist with regional and national targets

Primary Care Support & Development

- To be a specialist in the field of practice systems and to use this expertise to guide and provide advice to practices in their development of Digital Primary Care.



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- Provide one to one and group presentations and training courses on the main clinical systems, namely EMIS Web and Vision.
- In conjunction with ICT colleagues, assess practice infrastructure needs for new equipment or upgrades in association with the rest of the team.
- Support clinical systems user group forums. Communicate and disseminate both ICB information and Clinical Systems provider information on a timely basis.
- Keep abreast of all GPIT futures requirements and standards and coordinate these.
- Train practice staff and facilitate practice workshops and awareness events as necessary.
- Support GP practices with escalation and resolution of GP IT system issues.
- Actively participate in IT user groups (local and national).
- Maintain relationships with GP IT system suppliers.
- Develop close relationships with GP practices and provide intelligence to wider team.
- Have an in-depth understanding of GP IT systems on GP IT futures framework.
- Support and as needed train GP practices with implementing new technologies.
- Provide support with implementation of Local Digital Roadmaps and with the Securing Excellence in GP IT framework and the ICB vision.
- Implementation, support and training for Patient Online Services
- Implementation support and training for NHS Digital National Services (EPS, e-referrals, SCR, GP2GP)
- To develop practice action plans to address any areas which may require additional ICT support
- To maintain clinical decision support systems to provide comprehensive information to GP Practices in relation to all available local care pathways and guidelines
- To provide support with completion of the IG toolkit (DPST)
- Work with Practices, PCNs and the digital team to ensure compliance with the GP IT operating model

Communications & Relationships

- To participate in developing a customer focussed service in accordance with ICT values and commitments to its clients, whilst maintaining a professional approach and image.
- To communicate and maintain/manage relationships at a high level with a wide range of stakeholders, both internally and externally, including clinical and professional colleagues.



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- To support communication and stakeholder management activities, as well as process re-design by communicating clearly the broad principles and vision of SEL ICB, to a wide range of health and social care staff, using interpersonal and communication skills to overcome any hostility and/or resistance to change.
- Influence/make and implement changes with respect to ICT for practices, e.g. use of practice systems, use of SEL ICB IT support procedures and policies.
- Assist in the development of policy and procedural documentation as and when required.
- To liaise with all Primary Care Contractors.
- To provide general IT advice to ICB staff, GP Practices and Primary Care Contractors.
- To travel to other sites as required, providing Primary Care support and cover for the other members of the team.
- To log calls on the IT ServiceDesk (ITSM) tool as required
- Escalate unresolved problems to appropriate second-line support including external Clinical Systems providers.
- Provide and maintain documentation in line with good management practice and ICB standards.
- To always maintain confidentiality and abide by the Data Protection Act/General Data Protection Regulation.
- Attend User Groups as required.
- To provide quotes as necessary in line with the National and ICB SFI's and guidance.
- The post holder will have key internal working relationships with the following:
 - o ICB staff
 - o General practice members and their staff
 - o All users of the ICT service
 - o Primary Care Team
 - o IT Teams in neighbouring NHS Trusts and ICBs
 - o Pharmacists
- The post holder will also have key external working relationships with the following:
 - o IT Suppliers including: One Advanced, DXS, Brother, Dell, and Digital
 - First suppliers
 - o NHS Digital
 - o IT Contractors
 - o Clinical System suppliers
 - o HSCN
 - o PCNs
 - SELICB
 - o Care Homes



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Staff Management and leadership

- Liaising with service users, advising and co-ordinating the use of Clinical Systems to allow for the most effective utilisation.
- Liaising with various IT suppliers as necessary to ensure all the software/hardware is working as intended.
- Liaising with Clinical System suppliers as necessary to ensure all the software/hardware is working as intended and escalate as necessary.
- other team members as necessary with skills to complete tasks and maintain high levels of customer satisfaction.
- Delegating appropriate tasks to ServiceDesk staff and following up to ensure they are completed.
- Ensure that all support calls are dealt with in line with agreed service level Requirements

Policy and Service Development

- Support the development of any Primary Care Digital and Digital First Projects or programmes and relevant policies.
- Ensure policies are updated with latest information as necessary.
- To assist the Primary care Contracting and Performance Manager, GP and ICB IT Lead in the management of the development and production of user guides for all users.
- To ensure compliance with the IM&T Security policy and procedures and that the ICB data is fully protected through the efficient management of the databases, desktop and applications.

Analytical and Judgement Skills

- Undertake complex and detailed information analysis of specific projects/reports requiring high levels of concentration.
- Deal with complex enquires for a variety of internal and external stakeholders; escalating as needed.
- Establishing best practice through the technical support process.
- Advise and/or resolve all health and safety concerns found whilst attending site visits.

Autonomy/Freedom to act

- Ability to act on own initiate and make decisions as necessary, ensuring all incidents are resolved in a timely manner.
- Prioritising incidents as necessary.



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- Undertake any diagnostic and resolution tasks reported through the IT Service desk.
- To keep abreast of the latest technologies and learning new skills via experience and working with other staff.

Information management/resources including any databases used / IM&T responsibilities

- Assisting in the Cyber security support
- Assist the IT Team in the installation, configuration, management of the Clinical System architecture and infrastructure for practices as necessary.
- Advising users on the creation and issuing RA smart cards and renewing/unblocking certificates as necessary.
- Advising the IT Team Ensuring on any hardware requirements and devices are appropriately tagged and entered into the IT Asset Register, including user allocation, when required.
- Ensuring that all systems procedures, documentation and statistics are up to date and kept in an orderly manner and that security controls are satisfactory.
- Also producing additional documentation/statistics as necessary.
- Ensuring that Subject Access Requests are carried out as requested as well as Administer user account access to network and application systems including the Starter and Leavers process
- Provide data protection and IT security advice as required

Project management

- Leading on the clinical system migrations where necessary and implement all necessary requirements.
- Assist in various IT Projects, such as new HSCN connections and network migrations, hardware rollouts, software/Operating systems upgrades etc.
- Perform user satisfaction surveys

Responsibilities for patient/client care

- Monitor health and safety risks whilst attending site visits and advise/resolve any discovered.
- Reporting risks as necessary.
- Monitoring, resolving and reporting cyber security risks.

GENERAL DUTIES AND RESPONSIBILITIES



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Mobility	The post-holder is contracted to work at any appropriate South East London ICB office as necessary for the delivery of the functions of this role.
Just Culture	<p>The ICB is committed to ensuring that people related matters are resolved as early and as informally as possible and that recourse to formal action under any of the HR policies and procedures is only where necessary. This supports the principles of a just culture, where people are encouraged to come forward when things go wrong and supports those who make honest mistakes.</p> <p>The fair treatment of staff supports a culture of fairness, openness and learning in the NHS by enabling staff to feel confident to speak up when things go wrong, rather than fearing blame</p>
Equality & Diversity	<p>Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted.</p> <p>Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.</p> <p>Staff have a responsibility to ensure that they treat their colleagues and others they may interact with dignity and respect.</p>
Sustainability	<p><i>SEL ICB is committed to contributing to a net zero NHS, in line with national Greener NHS ambitions. Our contribution will be made by delivery of the ICS Green Plan (https://www.selondonics.org/wpcontent/uploads/2022/06/ICS-Green-Plan-2022-2025.pdf). Everyone's contribution is required in order to meet the goals set out in our Green Plan and we encourage all staff to work responsibly; embedding sustainability into their</i></p>

	<i>core work and minimising their contributions to carbon emissions, waste and pollution wherever possible.</i>
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Raising Concerns	Staff may on occasion have genuine concerns about healthcare matters and consequently the ICB endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary, using the ICB's 'Raising Concerns (Whistleblowing)' policy.
Data Protection	<p>The ICB is registered as a data controller under the Data Protection Act 2018/General Data Protection Regulations. All the personal information we hold, obtain, record, use and share as an organisation is governed by this Act and Regulation.</p> <p>As an employee of the ICB you have a legal responsibility for all personal information you handle and must not at any time use the personal data in a way incompatible with the guidelines stipulated in this act.</p> <p>If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act and the General Data Protection Regulations, then you must contact your Line Manager.</p>
Records Management	<p>As an employee of the ICB, you have a legal responsibility for all records you work with e.g. patient records, financial records, personal, administrative, etc that you gather or use as part of your work within the ICB.</p> <p>The records may be held in a variety of formats such as paper, electronic, microfiche, audio, and video tapes, etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.</p>
Confidentiality	<p>In the course of your employment, you will have access to confidential information relating to the ICB's business, patients, the STP and its staff.</p> <p>You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the organisation's interests.</p>



	<p>Information which may be included in the category which requires extra consideration covers both access to the general business of the ICBs and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your Line Manager before communicating such information to any third party.</p> <p>Confidential information should always be treated according to the ICB's rules on confidentiality. Any inappropriate disclosure may be subject to the ICB's disciplinary procedures.</p>
Information Governance	<p>ICB staff must keep up-to-date with the requirements of Information Governance and must follow ICB policies and procedures to ensure that ICB information is dealt with legally, securely, efficiently and effectively.</p> <p>Staff must appropriately manage all the Information they handle during their employment with the ICB, making the information available for sharing in a controlled manner, subject to statutory requirements and the ICB Information Governance Policy, and formal Information Sharing arrangements.</p>
Health & Safety	<p>Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors.</p> <p>Employees also have a duty to observe obligations under the ICB's Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.`</p>



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Infection Control	ICB staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems regarding this to their managers.
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	All staff undertaking patient care activities must attend infection control training and updates as required by the ICB.
Financial Regulations	<p>All staff are responsible for the security of the property of the ICB, avoiding loss or damage of property, and being economical and efficient in the use of resources.</p> <p>Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Anti Bribery Policies.</p>
Safeguarding Children & Vulnerable Adults	<p>All employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults.</p> <p>Compliance with mandatory and statutory training requirements is an essential requirement of all employees.</p>
Risk Management	<p>Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility.</p> <p>Responsibilities of staff regarding risk management are outlined more fully in the Risk Management Strategy. Staff are responsible for ensuring that they are aware of those responsibilities</p>



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Code of Conduct	<p>The Department of Health's Code of Conduct for NHS Managers has been adopted by the ICB for all Directorlevel and senior management posts. This requires the post-holder to comply with the Code and for their actions to demonstrate a commitment to the Code. In particular, the post-holder must:</p> <p>make the care and safety of patients their first concern and act quickly to protect patients from risk; respect the public, patients, relatives, carers, NHS staff and partners in other agencies; be honest and act with integrity; accept accountability for their own work, the</p>
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	<p>performance of those they manage and of their own organisation;</p> <p>Demonstrate their commitment to team working by cooperating with all their colleagues in the NHS and in the wider community.</p>
Acceptance of Gifts and Hospitality	<p>The conduct of staff in the public service should be scrupulously impartial and honest and in this context any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.</p>
Use of new Technology	<p>The ICB is making increased use of computer technology. Most employees (both clinical and non-clinical) are expected to use automated information systems in their work to improve quality and co-ordination of services, to enable faster and more certain communication.</p> <p>Necessary training will be provided. Compliance with the Data Protection Act 1988, Information Governance and the relevant Computer Usage Policy is expected.</p>
Civil Contingencies Act 2004	<p>All staff will note the Organisation's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004).</p>
Smoking or Vaping	<p>Smoking/Vaping by staff, patients, and visitors, is not permitted anywhere on ICB premises.</p>



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<p>General</p>	<p>The post holder:</p> <ul style="list-style-type: none"> • may be required to work at any of the ICB's sites in line with the service needs. • has a duty to create, maintain and enhance effective working relationships, both internally and externally <p>This job description provides an outline of the tasks, responsibilities and outcomes required of the role.</p>
	<p>The job holder will undertake any other duties that may be required which are consistent with the grade and responsibility of the post.</p> <p>This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description reviewed regularly during employment.</p> <p>All staff have a responsibility to participate in the ICB's Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.</p>



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GENERAL INFORMATION ON NHS SOUTH EAST LONDON ICB

Local Context

The South East London Integrated Care System (ICS) brings together the health and care partners that serve our vibrant and highly diverse populations resident in the London boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark - our Places.

Our partnership brings together six local authorities, over 200 general practices (operating within 35 Primary Care Networks), Guy's and St Thomas' Hospital NHS FT, King's College Hospital NHS FT, Lewisham and Greenwich NHS Trust, South London and the Maudsley Mental Health FT and Oxleas FT. Importantly, the ICS seeks to be connected to the communities we serve (circa 1.92m residents) and work with the widest possible range of community, voluntary and third sector groups and organisations in each borough. The reach of our NHS provider portfolios extends beyond the borders of the ICS, across London, the south of England and nationally for some services.

Our vision for the ICS is a highly performing, sustainable system that looks after its staff, responds to its communities and takes action to reduce the inequalities they experience. As a new organisation we have developed a system development plan <https://www.ourhealthiersel.nhs.uk/SDP-8-November-2021.pdf> that outlines the way in which we seek to operate and the steps we will take to realise the full potential of our partnership.

Our ICS is a 'System of systems' and the Integrated Care Board (ICB) that supports it will work with partners that come together as Collaboratives for acute physical and mental health care; and as Local Care Partnerships (LCPs) that provide multiagency leadership to the development and delivery of borough focused care. The ICB will relate to and work with residents and the bodies that serve them at neighbourhood, borough and south east London wide levels.



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Person Specification

Primary Care IT Facilitator – Band 6

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable	Assessment Method
Education / Qualifications			A/I
Educated to Post-graduate diploma level in relevant subject or equivalent level qualification or significant experience of working at a similar level	√		
Evidence of continued professional development	√		



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Experience			A/I
Experience of complex diary management	√		
Experience of working in a complex, multidisciplinary environment	√		
Experience of working to tight deadlines and managing own time	√		
Significant experience of successfully operating in a politically sensitive environment	√		
Experience of drafting briefing papers and correspondence at executive/board level	√		
Experience of monitoring budgets and business planning processes	√		
Skills and Abilities			A/I
Ability to draft correspondence	√		
Ability to prioritise tasks, seeking guidance as required	√		
Excellent organisational skills	√		
Confident – able to deal with individuals at all levels and in challenging situations	√		



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Other			A/I
Tactful, discreet and diplomatic	√		
A flexible can-do approach	√		
Team player	√		

Assessment Method

A = Application	I = Interview	C = Certificate	T = Test
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