Clinical Lead for Outpatients, Care Quality Improvement Directorate (CQID)

Reports to – Clinical Vice President

Tenure – 1 year in the first instance with an opportunity to renew for a further 12 months following formal review with the CVP. Two-person job-share applications welcomed.

Hours – Average commitment is equivalent to 0.5 day per week

Location – Applicants will need to be based within the UK and will be expected to work flexibly to meet the requirements of the role. Much of the post holder’s work may be delivered from their own location remotely with an expectation around attendance at in person meetings at the RCP office London or Liverpool and nationwide where appropriate.

The purpose of your role

The RCP is partnering with NHS England to develop a guidance on Modern Outpatients, leading to an outpatients strategy in 2023. The overarching purpose of this role is therefore to provide clinical leadership for RCP to the development of the guidance and strategy in partnership with NHSE Clinical Directors.

You will represent the RCP at relevant governance meetings, stakeholder engagement events and clinical summits and act as a key point of contact for royal colleges, societies and professional bodies in support of this work. You will ensure that wider college clinical participation is supported where necessary and deliver regular updates to key internal and external stakeholders as required.

You will work closely with the RCP team and the NHS England outpatients team modelling excellent collaboration and partnership working. You will apply your current experience and expertise in outpatient service delivery and transformation to provide thought leadership at steering groups and clinical summits and enhance the development of a new strategy. You will work with the RCP’s Digital Health Clinical Lead to ensure that the new outpatients strategy appropriately considers digital tools and enablers. You will lead the authorship of RCP outpatients publications. You will work collaboratively with the NHS England outpatients clinical leadership to draft joint outputs and documents to a publishable standard. You will work with the editor in chief of Medical Care – driving change, and content advisors to enable the dissemination and connection of good and innovative practice, and learning from implementation through Medical Care – driving change.

How we’ll measure your success

Success in the role will be established through your ability to work as part of the RCP team and with NHS England and through the quality and nature of relationships that you nurture with key stakeholders. We will measure this based on:

- Achievement of objectives (agreed with the Clinical Vice President and Deputy Director, CQID) and as part of an annual appraisal process with the Clinical Vice President.
- Your ability to work autonomously, use initiative and problem solve
- Your ability to resolve conflict and differing views using sensitivity, tact and diplomacy
- Your ability to collaborate and build productive relationships with other partners in project delivery
• Successful engagement of stakeholders, including those wishing to form strategic partnerships.
• Your contribution to and support for our values.

What you’re responsible for

• Act as the clinical lead in support of the delivery of the RCP/NHS England project to develop and draft a new guidance and strategy for modern outpatients
• Build and maintain strong strategic partnerships in the area of outpatients transformation
• Working with others, gather relevant information and critically appraise data in support of the development of the outpatients strategy
• Work with the NHSE and wider RCP teams and medical specialities to provide thought leadership and support around the new outpatients guidance and strategy
• Encourage the development of best practice relevant to the delivery of outpatients services
• Identify areas of potential development and improvement to the RCP’s existing outpatients work and identify new areas of work in the care quality improvement directorate and across the College
• Advise on matters arising from local testing of the new strategy and ensuring feedback is provided to enhance the final outputs
• Support activity to leverage the RCP membership and experience to inform the delivery of the strategy
• Work collaboratively with RCP colleagues to maximise the impact of the outputs and strategy through high quality communication and engagement activities
• Ensure strong links to medical specialities and other Royal Colleges
• Maintain an awareness of the resource allocation that supports delivery of work working with Deputy Director, CQID.

General responsibilities
• Contribute to the development of a learning culture in CQID.
• Adhere and comply with the provisions of the RCP’s health and safety policy.
• Adhere and comply with all RCP data protection and security policies and procedures.
• Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities.
• Any other duties as may be reasonably expected, and which are commensurate with the level of the post.

Board and meeting membership

You will be a member of the following boards and meetings:
• Care Quality Improvement Directorate Board (up to three per year).
• Representation or deputation at external meetings as requested by the Clinical Vice President.

Your experience includes:

Essential Qualifications
• Medical doctor on the consultant register or in an SAS position, with current registration and license to practice, and currently practising clinically or in medical management or academia.
Evidence of continued professional development relevant to this post.
Membership of relevant professional body
Unblemished record with the GMC or equivalent

Experience and skills

- NHS leadership experience with a good understanding of NHS, healthcare management structures and systems.
- Experienced in leading service improvement for outpatients at a local or regional level and an understanding of the change management processes required to improve clinical care
- Experience of oversight of project planning, delivery and evaluation within a robust governance framework.
- Effective verbal and written communication skills: strong verbal reasoning and the ability to clearly articulate complex messages; experience of writing and editing reports, academic papers and materials for lay and non-clinical audiences.
- Experience of working as part of multi-disciplinary teams, coaching and encouraging contributions from others, reviewing and supporting the performance of teams to promote development and ensure outcomes are met.
- Experience of drafting reports to publishable standards.
- Able to interpret national policy directives and to translate these into implementation plans

Desirable

- Management or leadership qualification

Personal attributes

- Effective leadership through demonstration of personal qualities, such as self-awareness, integrity and self-management
- Acts in a manner consistent with the values and priorities of their organisation and profession
- Demonstrates awareness of political, social, technical, economic, organisational and professional environment whilst also anticipating and preparing for the future by scanning for ideas, best practice and emerging trends.
- Challenges and confronts conflict, especially where this is impacting on delivery and standards, and contributes to brokering agreement.
- Articulates a vision with compelling clarity, keeping the focus on change and inspiring others to be positive in their support of improvement.
- Ability to collect data and information, analyse against evidence-based criteria to challenge existing practices and processes; to influence others to use knowledge and evidence to evaluate and achieve best practice.
- Able to embrace and cut through ambiguity and complexity.
- Ability to work with a high degree of flexibility with periodic meetings held in London and Liverpool.
- Willingness to travel (nationally) with possible periodic overnight stays

Financial aspects

Candidates for this role should be aware that it is the duty of a candidate to obtain advance agreement from their employing authority that they will be given adequate time to perform the duties of this role. The RCP will not fund Clinical Excellence Awards at local or national level. The RCP will not make any additional reimbursements as part of the agreement related to this role. Appointees can claim reimbursement of all eligible expenses incurred in carrying out their roles, in line with RCP policy.
Our values

We are committed to taking care, learning, and being collaborative. These values drive the way we behave, how we interact with each other, and how we work together to achieve our vision and improve patient care.

We value taking care
This means we behave respectfully towards people, whatever their role, position, gender or background. It means we act as representatives of the RCP and take decisions in the interests of the organisation.

We value learning
This means we continuously improve through active learning and honest reflection, so that we grow personally and as an organisation, while striving for excellence. We support learning and development opportunities.

We value being collaborative
This means we work together towards the RCP’s vision in a collaborative and professional way, understanding that individuals bring different strengths and approaches to our work. We value diversity and each other’s contributions.

As an employee/volunteer/temporary contractor you are expected to comply with all RCP data protection and security policies and procedures.

The Royal College of Physicians (RCP) believes that equality of opportunity is fundamental in whatever way individuals become involved with the RCP, whether as physicians, physicians-in-training, volunteers or staff. It welcomes and actively seeks to recruit people to its activities regardless of race, religion, ethnic origin, disability, age, gender and sexual orientation. The RCP aims to reflect the diversity of its members in all its committees, senior roles and staff.