

## Role Description

Organisation:	Primary Eyecare Services
Job Title:	<b>Clinical Governance and Performance Lead(s)</b>
Hours:	0.5 -1 day per week
Remuneration:	£300 per day
Accountable to:	Operational Lead

### Primary Eyecare Services

Primary Eyecare Services has been established to provide high quality outcomes community services.

### Role Purpose:

The clinical governance & performance lead is responsible for day to day monitoring of all aspects of service provision and delivery including mobilisation, clinical governance, information governance, auditing and performance monitoring of the service.

### Responsibilities:

- Play a key role in the mobilisation of new services – working with local optical committee.
- Support contractors with governance compliance – i.e. QiO queries where administrators cannot manage these.
- The production of quarterly/monthly Board reports on overall service performance (Frequency depending on service and commissioner)
- Point of contact with commissioners and local optical committees
- Work closely with Local Optical committee's assigned liaison.
- Managing and monitoring the performance of the network of Optical Sub-Contractors in line with the Standard Operating Procedures.
- Analysing sub-contractor performance reports on a monthly basis to identify optical practices that require performance management intervention
- Implementation of the appropriate Performance Management measures
- Ongoing audit of services – liaising with the operation team, CCG and other providers – i.e. primary care and secondary care
- Work with company to publish audits and projects where agreed by operational lead.
- Designing Communications to sub-contractors e.g. monthly news bulletin and anonymised practice performance data with admin support

- Identify specific training needs and arrange peer supervision for the accredited optometrists to share and learn from each other's experiences.
- Organise annual programme of education and process update events with admin support.
- Ensure appropriate patient and peer feedback drives service improvement.
- Ensure practices learn from all patient safety incidents and other reportable incidents
- Disseminate protocols for critical incident reporting so that incidents can be dealt with when they occur and take learning points from them to prevent repeats in the future.
- Undertake practice visits if and when required.
- Engagement with wider primary care and secondary care.

PERSON SPECIFICATION			
		<i>Essential / Desirable</i>	<i>Method of Assessment</i>
<i>Qualifications</i>	Qualified optometrist or Dispensing Optician	E	Application form / interview
	GOC Registered	E	
	Evidence of CPD/CET in accordance with GOC regulations.	E	
	Evidence of completion of the CGPL LOCSU course	E	
	Completion of the WOPEC audit and or Leadership Course	D	
<i>Experience</i>	Experience in delivering community optometry services	E	Application form / interview
	Demonstrable experience of managing audit and quality issues	E	
	Demonstrable experience in service improvement.	E	
<i>Management and leadership skills</i>	Ability to implement and support new initiatives	E	Application form / interview
	Excellent interpersonal skills	E	
	Ability to cope effectively under pressure whilst delivering results	E	
	Demonstrate ability to work effectively as a team member assisting colleagues to deliver objectives.	E	
	Ability to express information in a clear, concise and understandable way both verbally and in writing.	E	
	Ability to manage priorities	E	
<i>Other</i>	Caring and empathetic attitude to patients	E	Application form / interview
	Act in ways that support equality and promote diversity	E	
	Flexibility in availability to attend meetings	E	