Resource Pack 36 - Operational and Professional Management Protocol for Staff Employed by the Local Health Board working in GP Practices

Introduction

Clusters may decide to employ professionals within the cluster team to provide patient facing support in practices. Staff can be employed by the UHB, with the Cluster managing their objective setting and work plans.

Aim of the Protocol

- To aid the delivery of effective, efficient and person centred services.
- To enhance team working
- To ensure clarity exists around the parameters of the Operational Manager and Professional Manager roles.
- To ensure there are clear reporting arrangements and lines of accountability.
- To prevent disciplines becoming distanced and dislocated from professional support networks.
- To define the management organisational structure.
- To ensure clarity of communication processes

Who is affected

This will affect all UHB employed staff who work within the Clusters.

Status of the Protocol

Responsibility for operational and overall performance management of the staff sits with the Community Director/designated GP lead in terms of the interface with practices. The relevant professional leads retain responsibility for key professional issues as detailed below. The Cluster   Manager is responsible for the budgetary/general staff management issues surrounding the posts.

Checklist of Key Responsibilities

To work in multi agency, multi professional team all partners need to have an involvement in the decision making process to deliver safe clinical services with professionally skilled staff. However, to ensure clarity of accountability, decision-making and communication, for each identified area there will be a clearly identified lead as indicated in the table below.

	LEAD MANAGER (Lead person indicated in bold)			
Changes to lead roles can only be agreed through discussion between relevant professional heads and service managers.	Cluster Manager / Deputy	Professional Team Manager	Community Director/	Designated PM lead
Enrolment – staff member to attend LHB on day one to complete enrolment and obtain photo ID	LM			

Corporate Induction	LM			
Operational – Individual day-to-day workload management, location, accommodation, nadex activiation and performance,				PM
Operational – Individual day-to-day workload management and performance relating to professional role in the team		PTM		
Operational – Cluster /practice policy, procedure, guidelines and protocols etc			CD	PM
Professional – Policies, procedures, guidelines and professional related protocols etc		PTM		
Professional Development / Team Building and support (in conjunction with other Cluster pharmacists) Professional supervision (including engagement of staff in relevant professional specific meetings)		PTM		
Clinical Supervision			CD	
Appraisal/PADR (jointly managed) Assessing continuing professional development needs, PADR discussion – jointly between CD/lead GP and Professional lead Ensuring completion of PADR documentation		PTM PTM	CD	

Recording of completed PADRs	LM			
Identification of appropriate Study Leave opportunities linked to professional development disciplinary (linked to PADR process)		PTM	CD	PM
Final authorisation of costs of proposed study leave	LM			
Identification of conduct/capability/performance issues			CD	PM
Initial management of conduct/capability/performance issues (with subsequent discussion with PM) LM or PTM depending upon issue	LM	PTM		
Oversight of the management of conduct/ capability/ performance issues	LM			
Mandatory Training	LM			
Lone Worker Escalation and Device Usage Monitoring	LM			PM

Accommodation			CD	PM
Application of Employment Policies including Disciplinary, Dignity at Work etc (with subsequent input from PM).	LM			
Ensure Professional Registration is up to date	LM	PTM		
Annual Leave* Annual leave to be arranged locally within the Cluster via paper based method. Staff member to request AL via ESR; LM to approve annual leave agreed with Cluster	LM			PM
Sick Leave and Other Absence Categories Staff member to phone in sick to practice that they were supposed to be attending that day and also to telephone LM so that period of absence can be started on ESR	LM			PM
Expenses A base needs to be agreed for each member. Expenses approved by LM	LM			
Compliments & Concerns	LM			PM

Cluster Manager	Professional Team Lead	Community Director	Designated PM Lead
Name……………… Signature………... Date………………	Name………………… Signature……………… Date…………………	Name……………… … Signature………… Date…………………	Name…………….……… Signature………………… … Date……………………… …