

<b>JOB DESCRIPTION</b>	
<b>Job title:</b>	Urgent Primary Care Doctors
<b>Team/Department:</b>	Clinical Services
<b>Location:</b>	Main place of work as agreed
<b>Hours of work:</b>	As agreed, in accordance with the contract of employment
<b>Job title the post holder will report to:</b>	Divisional Medical Director
<b>Job titles reporting to the post holder:</b>	None applicable
<b>Date the role profile was revised:</b>	April 2026

### **JOB PURPOSE**

To deliver unscheduled care across the range of urgent care services delivered by IC24 including Clinical Assessment Services, Urgent Treatment Centres, Home Visiting Services and other linked services across regional sites.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Visit and consult with those patients whose clinical details are passed from the call centre following NHS 111 Pathways assessment, as walk-ins, redirected from A&E, or via the IC24 Co-ordinator.
- Advise patients over the telephone, after referral from NHS 111 or the call centre, who require professional advice, including ambulance and ED triage.
- Represent IC24 in a professional manner when in contact with the general public and other professionals.
- Work as a doctor as required by service demands during a session, or to provide cover as an IC24 Doctor on the rota or in other work settings.
- Be responsible for prioritisation and timeliness of all consultations.
- Work with the management team, together with other colleagues, to maximise effective and efficient delivery of care to patients.
- Promote close teamwork between colleagues and to continually strive to improve the service.
- Be available for meetings and appraisals as required.
- Regularly update personal clinical skills and knowledge.
- Work within the prescribing formulary taking account of the minimum recommended length of prescribed treatment.
- Work within the IC24 clinical governance framework, adhering to policies and contributing to audit processes as required.
- Operate effectively within the framework of the IC24 operational policies, procedures and ethos.

- Maintain all patient confidentiality and adhere to data protection rules as per shift handbook.
- Assist colleagues in the provision of the service to a high professional standard.
- Communicate with appropriate base by mobile phone / radio.
- Ensure that all operational information is distributed to colleagues as necessary.
- Ensure that patient care is of the utmost concern in all actions performed.
- Answer and manage any enquiries as and when necessary.
- Maintain and continuously improve the quality service to our patients.

### **Flexibility**

Hours of work may include evenings, weekend, daytime and overnight sessions, including bank holidays, on a rota, and/or a first and second on call cover at IC24 sites as well as visiting and remote work. Flexibility around base location if the service changes due to unforeseen circumstances arising.

### **Technical**

IC24 puts a considerable emphasis on IT. Computer, mobile phone and keyboard skills of a basic, but accurate nature will need to be mastered at an early stage. Training will be provided.

### **Quality Standards and Clinical Governance**

- That you work within the clinical governance structures of IC24 to ensure the highest standards of patient care.
- Ensure that you complete and maintain all required essential learning in a timely manner.
- In conjunction with regional teams design and implement patient related audits to improve care and safety.
- Be conversant with GMC Code of Professional Conduct and any associated national guidelines and abide by their guidance.
- Maintain CPD and be able to demonstrate self-development.

### **Financial**

- Awareness of local and service budgets and revenue.
- Assist the management team in identifying savings and increased revenue within the locality and help to implement appropriate changes.

### **Planning Service Development and Performance Management**

- Undertake face to face assessment and treatment of presenting patients who walk into the service, in accordance with the relevant protocols.

- Lead on Quality and Outcomes (QOF) achievements.
- Refer patients to an alternative care setting or treat and discharge as appropriate.
- Identify areas of work for collaboration and joint working with other organisations to ensure continuity of care.
- Contribute to Primary Care locality meetings and update on best practice.

### **Organisational Development**

- Create a culture within IC24 based on shared values, mutual respect and the care and welfare of patients and colleagues.
- Promote a learning environment, which exploits opportunities to develop innovative approaches to meeting specific needs.
- Develop own knowledge of local and national guidance in relation to contracts, primary and urgent care including local STPs.
- Strive to build excellent working relationships with other IC24 colleagues and partners.

### **COMMUNICATION AND KEY WORKING RELATIONSHIPS**

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

### **ENVIRONMENT**

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver

carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## **HEALTH AND SAFETY**

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

### All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

## **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

## **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

## **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.

#### **PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

#### **VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
<b>Qualifications and training</b>	<p>Current GMC certificate</p> <p>Vocational training cert or cert of equivalence / or pursued VTS training for a period of time</p> <p>Current Hepatitis B immunity certificate</p>	<p>Experience within medical /surgical / A+E / paediatrics or mental health</p> <p>MRCGP graduate</p> <p>Current resuscitation certificate</p> <p>Full membership of a medical indemnity organisation</p> <p>Acquired out of hours experience at some point, including in other countries</p> <p>Acquired primary care experience working in other specialities</p>	Application
<b>Experience</b>	<p>Primary care home visiting</p> <p>Triage</p> <p>Face to face consultation</p>	<p>Management</p> <p>Audit</p> <p>Research</p> <p>Practice based commissioning</p>	Application/ Interview
<b>Practical skills</b>	<p>IT: basic computer literacy (training available)</p> <p>Good telephone manner, clear speech</p> <p>Good record keeping</p> <p>Communication and listening skills</p>		Application & Interview

Requirements	Essential	Desirable	How identified
	Ability to work in a multi-professional team		
<b>General</b>	<p>Ability to work under pressure, manage demanding workloads</p> <p>Aware of needs of patients, relatives and carers</p> <p>Adhere to and abide by confidentiality requirements.</p> <p>Ability to cope with patients under extreme stress from both social and clinical circumstances.</p> <p>Ability to handle change and unexpected urgent requirements.</p> <p>Skills in written and spoken English adequate to enable effective communication about medical topics with patients and colleagues.</p> <p>Flexible, caring and empathetic</p> <p>Self-motivated</p> <p>Professional approach</p> <p>Presentable appearance</p>		Application & Interview