Paediatricians wishing to express an interest in working for the NHS111 paediatric NHS England and NHS Improvement Children and Young People (CYP)/Integrated Urgent Care (IUC) project

1. Introduction

Paediatricians are asked to support 111 services across England by providing clinical advice to the parents/carers and children who contact the service. This is the second phase of a major project looking at the impact of embedding paediatric expertise into NHS111 services including which pathways parents/carers and children use subsequently in primary and secondary care after contact with NHS 111.

This role will require you to speak with callers and/or provide advice to existing NHS111 clinical advisors. Training in the system is provided along with ongoing support from paediatricians who are experienced in working in NHS 111 services.

2. Background

Children and Young People (CYP) represent a third of our country and their health and wellbeing will determine our future. The NHS Long Term Plan (LTP) set out a vision for the future of the NHS and new action to improve the health and wellbeing of children and young people. To deliver the vision, a CYP Transformation Programme was established to oversee LTP commitments in relation to children and young people. The work of the Programme is overseen by CYP Transformation Programme Board which brings together key partners across health, care and education.

Throughout 2020/21, much of the focus of national and local systems has been on managing the response to the Covid-19 outbreak. Working together with the Royal College of Paediatrics and Child Health (RCPCH), the CYP and Integrated Urgent Care (IUC) teams at NHS England and Improvement (NHSE/I) helped re-deploy paediatricians who were shielding or recently retired into the IUC Clinical Assessment Services (CAS) to assist with the management of calls related to CYP. The aim of the NHS111 pilot was two-fold:

- to support NHS111 providers taking part in the project in responding to paediatric calls during the Covid-19 pandemic,
- to test new ways of working, assessing the feasibility of including paediatric expertise within NHS111 and its impact on service delivery and patient pathways and experience.

Data collected from the first phase of paediatricians working in NHS 111 showed significant benefits on patient pathways and service utilisation across the wider system. In 2021/22, the project is being expanded to test the feasibility of a national paediatric NHS111 CAS and to evaluate its impact on patient pathways, including any changes on paediatric presentations at emergency departments and primary care attendances.

3. Purpose

The purpose of this document is to provide more information about the role you could play as part of the project, and for you to decide whether your experience and clinical competencies are a good match.

This briefing is intended for paediatricians to work remunerated shifts. In addition:

- You should be able to commit c. 3-6 hours per week at a minimum over the next 6-12 months
- Have GMC registration without restriction on the Licence to Practice
- Have written MRCPCH examinations

NHS England and NHS Improvement
Role description and FAQs

- Have worked at registrar level or equivalent

4. What is NHS 111?

NHS111 helps people get the right advice and treatment when they urgently need it. People who call NHS 111 present with a wide range of health conditions. These can range from calls about CYP with minor illnesses or more serious conditions, such as sepsis and meningitis. Common queries include rashes, headaches, abdominal pain, diarrhea and vomiting, cough, high temperature or breathing problems.

5. NHS 111 specialist paediatric clinical support

NHS111 is receiving calls where it would be beneficial to provide the caller with specialist paediatric clinical advice. Where a call handler believes that a caller would benefit clinically from specialist paediatric advice, they will pass the patient to a paediatric clinician for further advice. Paediatric clinicians may also support the call handlers or existing clinical advisors directly, by providing them with ad hoc advice to share with the caller. Paediatric clinicians supporting NHS 111 should be confident providing clinical advice remotely, and referring on to other services, if necessary. Paediatric clinicians will only be expected to take calls relating to CYP aged under 16 years and will not be expected to work outside their professional competency.

6. Paediatric clinician’s role

The full Paediatric Clinician Job Description will be sent to you by the NHS 111 provider.

The main competencies needed are summarised below:

- Receiving and interpreting complex clinical information,
- Clinical assessment and decision making relevant to physical and mental health,
- Ability to transfer these competencies and manage clinical risk by telephony,
- Ability to work within clinical IT systems and processes (training which will be provided)

7. Training and on-the-job support

Before beginning work at an NHS111 service, you will be given role-specific training on IT systems and clinical assessment processes. All training for the role can be carried out remotely and will help prepare you for the role of paediatric clinical advisor within the paediatric NHS111 CAS.

Clinicians who decide to work for NHS111 will be required to complete statutory/mandatory training, as well as local training for the role. Once in the role, support and supervision will be offered remotely by other team members with experience of the NHS111 service. There will also be the opportunity for you to access other CPD modules if you feel you require additional training.

As part of the induction process, you may be offered the opportunity to shadow an experienced colleague, either before or as part of your first shift, which will help you to learn more about NHS111 and to familiarise yourself with established procedures.

8. Employment arrangements

For all paediatricians moving to work for NHS111:

- You can work remotely i.e. from home.
- HR processes, compliance, onboarding, induction arrangements and training will be delivered by the NHS111 provider.
- There will be flexible employment arrangements available, including salaried and sessional work.
Further information on the employment arrangements will be given to you by the NHS111 provider during the induction process.

9. IT equipment

To work remotely for NHS111, you will need access to a Windows PC less than five years old, have all Windows updates applied to date, as well as an up-to-date antivirus solution and Windows firewall enabled. If you have a Mac, this should be supported by the NHS 111 provider as well, by submitting details of the OS system that is used.

If you do not have access to an appropriate computer, the NHS111 provider will discuss options to provide you with IT equipment before you commence work at NHS111.

10. Required documentation

Prior to beginning work for NHS111, you will need to ensure that your pre-employment checks are complete. The NHS 111 provider will outline which documents you will need to evidence.

11. Professional indemnity

If you move to work for an NHS111 provider, existing indemnity schemes administered by NHS Resolution on behalf of the Secretary of State (Clinical Negligence Scheme for Trusts (CNST) or the Clinical Negligence Scheme for General Practice (CNSGP) and/or the LTPS will cover you.

You should maintain your Medical Defence Organisation (MDO) membership and should let your MDO know that you will be undertaking this work if you wish to get any further advice (e.g. medico-legal advice or other professional support). There is also advice for retired/returning paediatricians available if you contact the MDO directly.

12. Frequently asked questions

I am a retired paediatrician or left the NHS for another reason, can I help?

Yes, we are keen to hear from paediatricians who have retired or left the NHS within the last three years who would like to support NHS111 services. The pre-employment check process for retired paediatricians may be different to that of those who are currently employed.

Will I have an honorary contract/agreement?

Yes, you will have an honorary contract/agreement that reflects the terms and conditions of employment. This may be in addition to your current employment contract but should not interfere with it.

Will I be paid?

Yes, this work will be remunerated. Further information will be provided by the NHS 111 provider.

How many hours a week will I work?

Shifts will be made available to you and these shifts may be at any point over a 24/7 period. Shifts tend to be 3-6 hours each. Further information about shifts will be provided when you complete the HR/onboarding processes.

How long will each shift be?
Each shift will either be approximately 3-6 hours in duration. If you work a 6-hour shift, you are entitled to a break during your shift.

How long will I be needed for?

Phase 2 of the paediatric NHS111 pilot will be taking place throughout 2021/22 therefore we are looking for clinicians who are able to commit to the next 6-12 months. You will be free to discontinue at any point, should you give at least 4 weeks' notice.

Do I need to have an active GMC number and licence to practice?

It is a condition of your employment that you are, and remain, a fully registered doctor with the GMC and continue to hold a licence to practice.

If you have any queries over your GMC status, please contact the GMC directly.

Will I receive an induction process?

Yes, you will receive an induction that will cover key mandatory training requirements, as well as more specific guidance around the IT equipment and governance processes. You may also have the opportunity to shadow a NHS111 clinical advisor before your first shift. This can be done from home and will be organised by the NHS111 provider.

Can I work from home?

Yes, the NHS111 clinical advisors will be required to work from home. You may be able to organise undertaking shifts at the call centre but this should be discussed directly with the NHS 111 provider.

What if I become ill when I am working?

If you become ill while working, you should immediately inform your line manager and withdraw from work. If you think you may be ill due to COVID-19 you should follow national guidance in place at the time.

Will I need clearance from the Disclosure and Barring Service (DBS)?

Yes, you will need to demonstrate you have an Enhanced DBS.

I have a restriction imposed on my practice or registration – can I proceed?

It is your duty to declare this before you proceed with induction. You must inform the NHS111 provider about this before you start work as it may have implications on your ability to work.

13. Next Steps

If you are interested in being part of the project by working within an NHS111 service remotely to provide paediatric clinical advice, please complete the questionnaire: NHS111 Phase 2

If you have any questions, please look at the frequently asked questions (FAQs) above. If you have questions that are not answered in the FAQs, please contact England.CYPTransformation@nhs.net.

Thank you for your interest in supporting the paediatric NHS111 project and the NHS services at this time.