



Remote Clinical Triage *GP Workforce Information Pack*

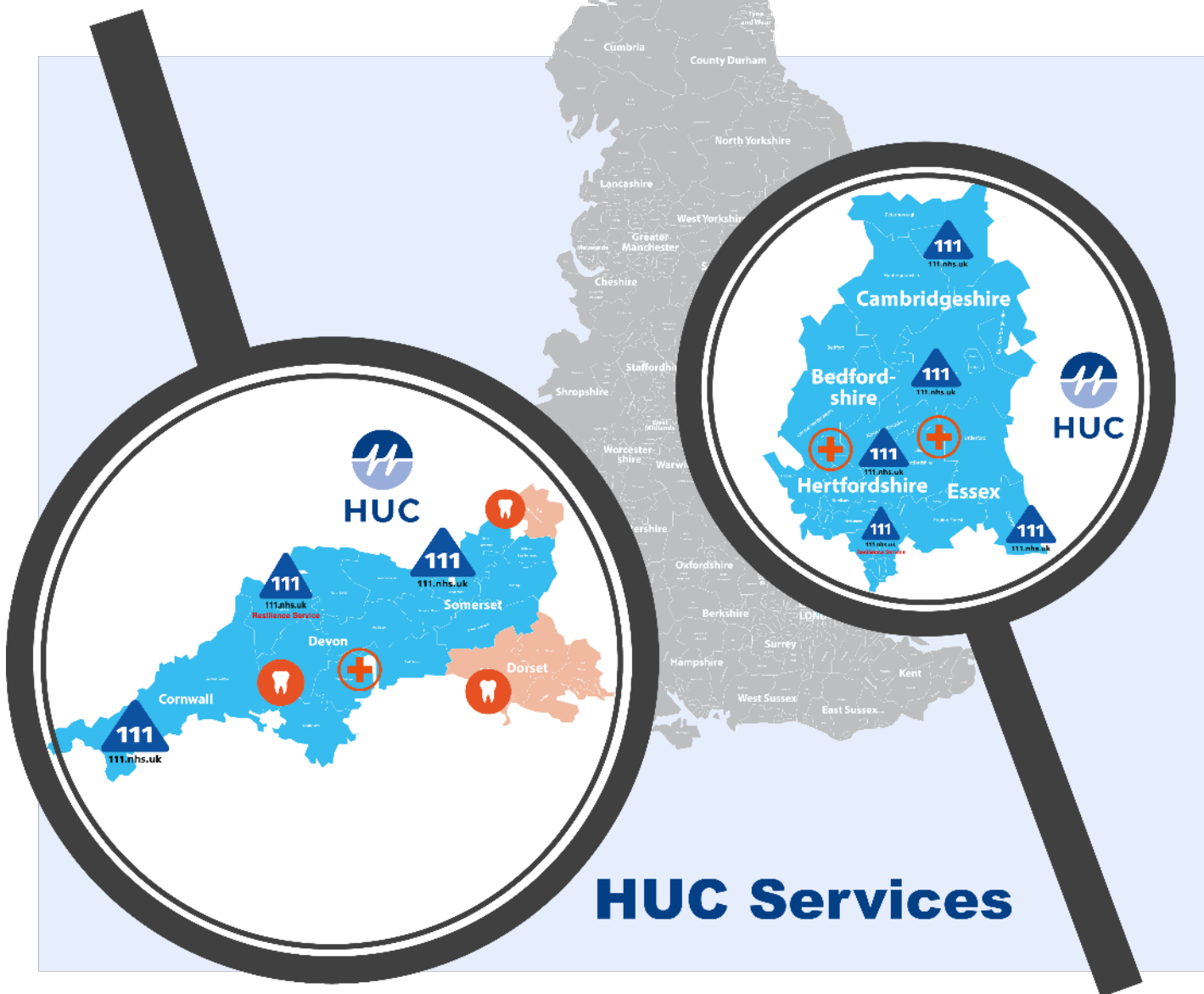
About Us

We are a social enterprise providing NHS services and specialise in both primary care and urgent care services. We are proud to serve over 4.5m patients across the East of England and the Southwest as well as offer business support services to other healthcare partners.

Our ethos is to put the patient at the heart and start of our care, which drives our ambition to provide high-quality, fair and sustainable care. The portfolio of services we currently offer reflects our innovative, dynamic, caring and respectful approach to how we deliver care, engage with our patients, our partners and our colleagues.



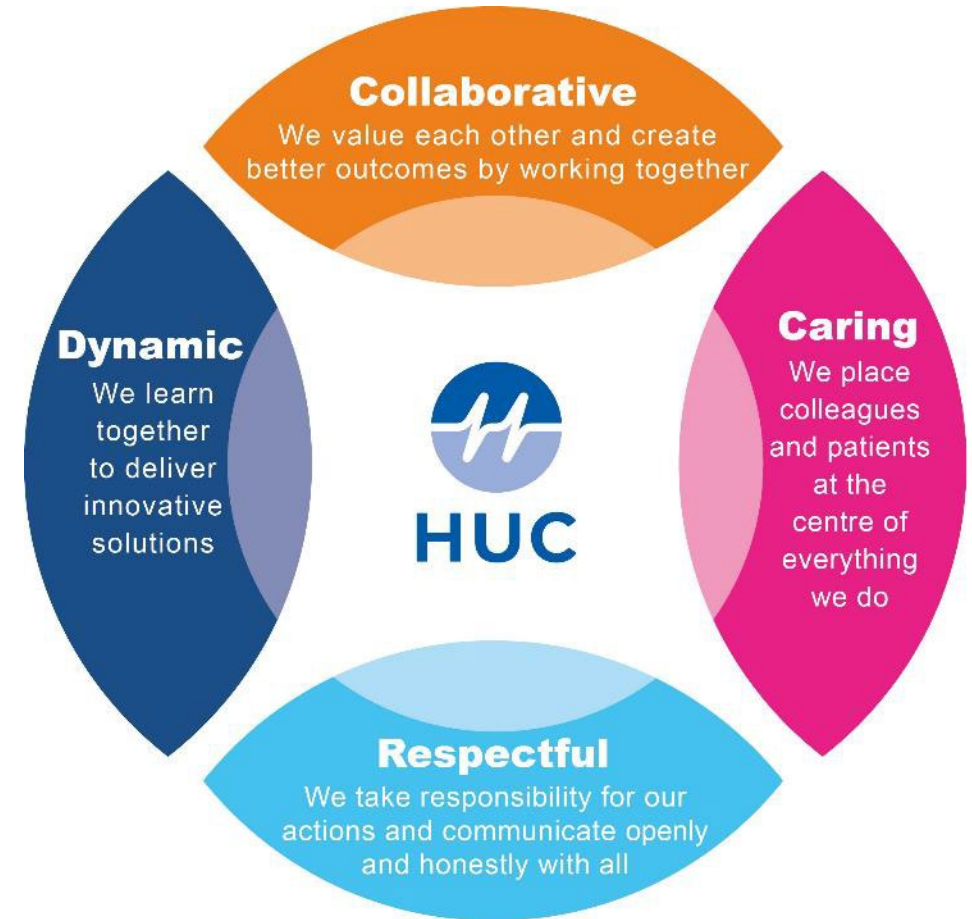
ENGLAND



We are proud to provide a range of NHS 111 and Out of Hours services, Minor Injuries Units and Urgent Treatment Centres, Dental Out of Hours services as well as a variety of different Primary Care services such as GP surgeries, an Acute In Hours Visiting service which supports GP surgeries and an Early Intervention Vehicle aiming to treat older patients in their own homes who have taken a fall.

Mission, Vision and Values

- Our **Mission** is to provide high-quality, fair, sustainable healthcare services to the communities we serve whilst offering rewarding careers that support the professional development of all our colleagues.
- Our **Vision** is to be an outstanding provider of healthcare services with a commitment to high quality and performance as well as compassionate care on a scale that ensures the organisation is sustainable and able to attract and retain a highly skilled and committed workforce.



Types of Work Available



- **Out of Hours GP telephone consultations and triage**, between 18:30-08:00 Monday to Friday and all-day Saturday, Sunday and Bank Holidays. You will provide care for all primary care problems, using video consultations or electronic prescribing or if you feel the patient needs to be seen face-to-face, you can refer into a base, the home visiting service or other services via PaCCS (Pathways Clinical Consultation Support). This provides NHS Pathways decision support content in a consultation format (rather than a question-and-answer format) and supports

ambulance dispatch, DoS service searching and home care advice for clinicians performing remote consultations in integrated urgent care settings.

- **In-hours Primary Care telephone consultations and triage** between 08:00-18:30 Monday to Friday (excluding bank holidays). The provision of remote care within the Quality and Outcomes Framework (QOF) in line with UK general practice standards. This will include assessment of acute and chronic conditions in urgent and routine cases, repeat

prescriptions, and hospital referrals.

- **Clinical Assessment Service Validation**

The team is made up of GPs, pharmacists or urgent and emergency care practitioners as well as dental nurses. You will validate calls deemed as needing a Category 3 or 4 ambulance or needing an ED referral to ensure that this is the right course of action and that the patient would not benefit from being seen elsewhere.

GP Accreditation Requirements



The following requirements are based on discussions with NHS England in terms of what they would view as acceptable for GPs supporting HUC remotely:

- **Performers List Status**
 - Suitably qualified GP already registered on the NHS National Performers List (NPL)
 - Not available for new applications to the NPL purely to support overseas working
 - Will not accept applications from GPs recently leaving the NPL purely to support overseas working
 - Not available to GPs on the NPL in Scotland and Wales
- **Evidence of NHS Clinical Practice**
 - 40 clinical sessions per year
 - All sessions can be virtual via telephone or video or combination – no requirement to physically consult in UK
 - No restriction on ratio of in or out of hours/urgent care work
- **Appraisal**
 - Current rules for timescales and collation of evidence remain unchanged (2020 scheme)
 - Remote appraisal must be undertaken via video meeting, audio only will not be accepted
 - May be a requirement to meet face to face if there any concerns over practice etc
 - All evidence of education and training courses associated with appraisal and revalidation must be UK based. Evidence of training undertaken in UAE cannot be accepted

Indemnity Arrangements

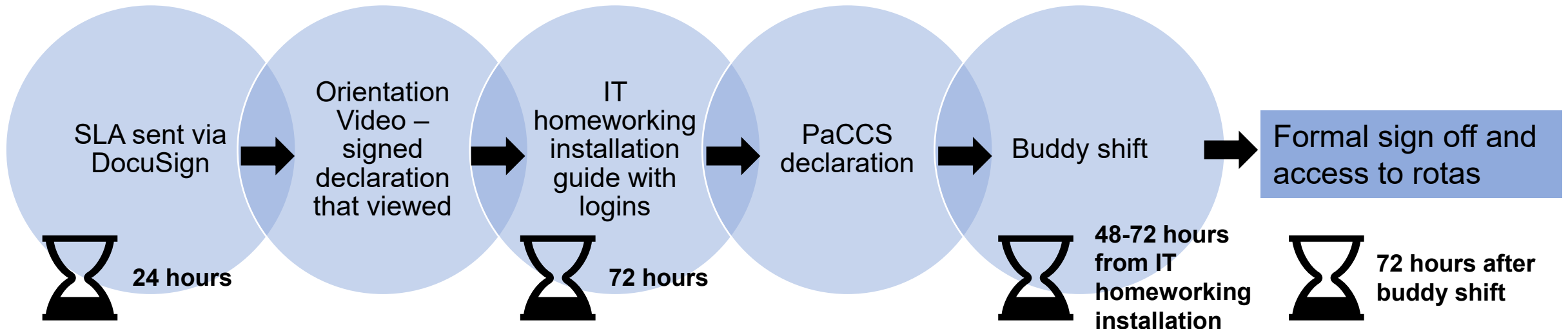
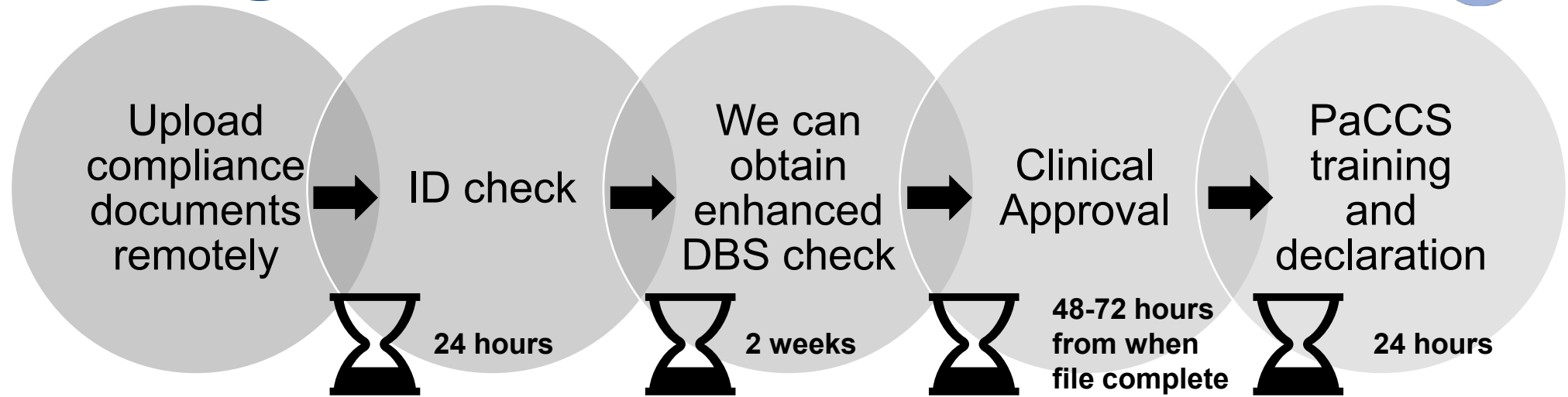


- **Clinical Negligence Scheme for General Practice (CNSGP)**
 - Confirmation from NHS Resolution that GPs supporting HUC overseas will be included under the umbrella of the national indemnity scheme for GPs
 - NHS England supportive of inclusion based on:
 - GPs are regulated by the NHS and members of the National Performers List
 - GPs although overseas are providing NHS services
- **Defence Organisations**
 - Both MDS and MDDUS are happy to provide top-up cover for GPs wishing to provide remote triage support – MPS and MDU will provide cover.
 - Costs associated with the provision of cover is a private arrangement between the MDO and individual GP
 - The cost paid is UK tax deductible however HUC does not reimburse the cost associated with this indemnity as GPs are self-employed
- **HUC Insurance Arrangements**
 - HUC corporate insurance arrangements in place as part of the initial Qatar pilot and will be adjusted to incorporate UAE
 - Cybersecurity policy in place with worldwide cover arrangements

Onboarding process



Timings depend on prompt GP response



Email: clinical.compliance@huc.nhs.uk

Compliance Documentation



The following documents/ information are required by HUC as part of our compliance checking to meet CQC and contractual requirements. There is no requirement for any additional elements. **Upon Application (all managed electronically via Credentiaally platform):**

- GMC Number
- NHS England National Performers List Number
- Evidence of Right to Work in UK (currently being checked if required given working overseas)
- CV and copy of last summary of appraisal document (in lieu of clinical references)
- Personal photograph
- Level 3 Adult and Children's Safeguarding (undertaken within the previous 36 months)
- BSL Training Course Certificate (undertaken within the previous 12 months) must include Adults and Paediatrics
- Enhanced UK DBS Certificate (undertaken within the previous 36 months)
- Medical Indemnity Cover (valid and highlighting unplanned care cover)
- Anaphylaxis - dated within last 12 months
- DoLS - dated within last 36 months
- Mental Capacity Act - dated within last 36 months
- Preventing Radicalisation - dated within last 36 months
- Sepsis training – dating within last 12 months
- Information Governance (Data Security dated within last 12 months)
- Infection Prevention and Control – dated within last 12 months
- Fire Safety - dated within last 24 months
- Copy of passport for Right to Work and ID check

Obtaining a DBS Certificate

We can support with an application for a renewal, if the disclosure you hold was issued more than 36 months ago and not registered with the DBS Update Service. There will be a fee, we can deduct this from your first invoice.

ID checking guidelines for enhanced DBS check applications from 1 July 2021, can be found here - <https://bit.ly/3ij1Jji>



IT requirements



The following hardware and software requirements are required to support secure connection and use of HUCs clinical and telephony systems:

- Windows 10 Home or higher (if in S mode we will need to turn this off)
- 3rd generation i3 processor or higher (64bit preferred)
- 10GB storage space
- 4GB RAM
- HID Omnikey 3121 USB smartcard reader unless the device has an integrated smartcard reader
- USB headset with noise cancelling microphone
- Internet broadband with a a minimum of 10Mb bandwidth

Unfortunately, due the NHS smart card requirement we cannot support virtual Windows machines running on Apple Mac, Google or Unix based computers



Access

- Both patient management and telephony platforms are on a cloud based virtual desktop. A small access client will need to be installed on your laptop or PC.
- Access will be made via this client using multi-factor authentication and this will give you access to both the patient management and telephony platforms as well as secure depositories for policies etc. No physical phone is required as calls will be made via your USB headset
- The security code generation for access is app generated and therefore no requirement for a physical RAS token.
- A physical NHS smart card is currently required to access national systems. Please check the expiry date on your smart card. If it is about to expire, you can send it to HUC, bring it in or ask a friend

to drop if off for you for us to renew. If you are working in the UK as a locum, your practice can also renew it for you.

Systems

The clinical system used within HUC is Adastra, which incorporates national functionality including:

- EPS
- Summary Care Record
- GP Connect Record
- CP-IS
- The telephony system is Redwood storm and uses a softphone to contact patients. It also supports seamless switching to video and back to audio if required without any third-party elements
- All calls (excluding video) are recorded automatically in the cloud and retained to support auditing.

Data Protection Requirements

There are a number of essential requirements regarding data protection and security that must be complied with at all times.

- The system has been designed so that no data ever leaves the UK with access provided via a secure VPN
- At no time are screenshots, photographing or downloading of any information that contains patient identifiable data allowed
- Private recording of telephone conversations strictly forbidden
- Sharing of passwords, smart card or access credentials is strictly forbidden
- GP colleagues should undertake remote triage sessions from suitably private premises where other household members are not able to see or hear consultations



Booking Sessions



How to book shifts

Once registered with us, you can book your shift via our online rota platform, RotaMaster:

<https://huc.rotamasterweb.co.uk/>

How we allocate shifts

The RotaMaster Wizard is a software that randomly allocates shifts to clinicians, this ensures compliance with IR35 regulations. Upon the rota release, you can request shifts that you are available to work. After 7 days, the wizard will randomly allocate the requested shifts fairly to the clinicians.

The first run will allocate each clinician 6 shifts. If there are any shifts available after this initial run, another 6 will be allocated. This will continue until all the shifts are allocated.

Confirmation process

Once allocated, you will receive a confirmation shift of all your booked shifts.

Payment and Pensions



- **Orientation:** HUC will pay two hours for orientation @ £50 per hour plus any buddy shifts undertaken @ £50 per hour.
- **Invoicing process:**
 - Invoices must be sent to GP.invoices@huc.nhs.uk
 - When a GP books a shift the amount for the shift will be shown on RotaMaster. If they are in the NHS pension scheme the rate for the shift will reflect this. When HUC sends through the onboarding information, we state whether a GP is pensionable or non-pensionable.
 - HUC can provide an invoice template. Invoices from GPs working via company need to have certain information included (company registration and corporation tax number), otherwise they cannot be paid. The same template can be used for self-employed locums (i.e. not via a company) but those invoices do not need the company registration and corporation tax number.
- **Confirmation of UK bank account:** HUC can only pay into a UK bank account and cannot pay into any overseas bank account. During the onboarding process, HUC collect bank details from GPs via a payments questionnaire.
- **Payment:** can only be in **Pound Sterling**. We cannot pay in any other currency.
- **Payment timescales:** Mid-previous month to mid-current month is paid at the end of the month. There are some adjustments to this timetable around Christmas and Easter.

Payment and Pensions

Pension

- Undertaking sessions for HUC provides access to the NHS Pension Scheme for those who are enrolled.
- Session fees are the gross figure for covering the published session
- HUC deducts 14.3% from the gross fee as the employee's contribution and then pays a further 14.3% to the respective GPs pension
- Currently a further 6% is also paid by the NHS bring the total employers contribution to 20.3%



UAE Employment

- GPs are responsible for understanding their UAE employers' position with regards to private income and clinical practice conducted from within UAE.
- We understand that GMC and RCGP membership are requirements to be employed in UAE and therefore it is likely that there is some flexibility to undertake work for the NHS as it is not a direct competitor to UAE based health organisations.

UK Tax Position

- GPs supporting HUC on a self-employed basis are responsible for their own tax return to HMRC.
- All payments to GPs will be made to UK bank account and will be paid in Pounds Sterling.



Get in touch!



We're excited that you are considering working with us.
We're here to help if you have any questions.

For any queries and to start your registration, please email us via clinical.compliance@huc.nhs.uk