

Open Position : Practice Liaison Officer

Salary: £37,500 FTE negotiable based on experience

Office Operating Hours: Monday – Friday 9.00-17.00 (individual working hours shown in individual contact of employment)

Responsible to: DDLMC Medical Director

Accountable to: DDLMC Chief Executive

Base: Hybrid working with business travel will be expected as part of this role. Wednesday & Thursday office based at RTC, Kelvin House, Second Floor, London Road Derby DE24 8UP.

Job Purpose

Working closely with the DDLMC Executive undertake responsibility for advice and liaison support to GP practices by DDLMC.

Play a key role in the ongoing development of the overall DDLMC vision.

Business and Strategic Development

- Promote the range of general practice advice and liaison services provided by DDLMC Ltd.
- Support the development of new liaison initiatives, meetings, and events to support GP practices
- Provide input at the DDLMC Executive meetings as required.

LIAISON, SUPPORT AND REPRESENTATION

- Deliver a range of high quality, accurate and responsive advisory and liaison support services to GP practices. Maintain the practice liaison database and the SharePoint practice support pages.
- Maintain a good working knowledge of GMS, PMS, APMS and NHS other contractual regulations.
- Provide advice, guidance and signposting on a range of regulatory, legal, partnership, complaints, and performance matters.
- Maintain a good working knowledge of developments in contracting and commissioning including PCNs (Primary Care Networks), ICS (Integrated Care Systems) and ICB (Integrated Care Boards).
- Ensuring the DDLMC Team continues to offer a responsive, professional, high-quality service to general practice.
- Develop a good working relationship with internal and external colleagues working for the NHS, Local Authorities, and any other relevant organisations to ensure there is a mutual understanding of the consequences of any policy or service implementation.



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- Respond to non-clinical related queries from GP practices and NHS organisations in a prompt and professional manner.
- Alongside the DDLMC Executive advise on changes affecting General Practice.
- Support the DDLMC Executive to work alongside key stakeholders.
- Attend as LMC representative at GPC England LMC conference and UK LMC Annual conference where applicable.

CONFIDENTIALITY

- Always observe a strict code of confidentiality as per the staff handbook.
- Always maintain professional integrity.

INFORMATION MANAGEMENT & TECHNOLOGY (IM&T)

- Only use information/data and technology in line with the IM&T (Information Management and Technology) policies, procedures, and protocols.
- To save relevant documents and contacts on shared intranet sites for accessibility.
- Keeping up to date with LMC IT systems, efficiently utilising technology and following LMC procedures.
- Work as part of the team to ensure DDLMC Ltd is compliant with IG regulations, including adherence to the Data Protection Act, General Data Protection Regulations, Freedom of Information, and any other relevant IG legislation.

COMMUNICATION

- Communicate effectively with other team members.
- Communicate and liaise effectively with all key stakeholders.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Attend meetings as requested and be an advocate for DDLMC and its constituent practices.

Communication Responsibilities:

1. Deliver and manage external communications to member practices representing DDLMC through digital platforms such as:
 - i. DDLMC website
 - ii. Newsletters (E-updates)
 - iii. Social media platforms (where applicable)
 - iv. Email correspondence

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Derby & Derbyshire
LMC
Local Medical Committee

2. Support organisation and delivery of:
 - i. Annual Conferences
 - ii. Annual General Meeting (AGM)
 - iii. DDLMC Committee meetings both virtual & in person
 - iv. PM meetings as invited/requested
 - v. Attendance and present at ad hoc webinars/conferences

TEAM WORKING

- Participate in a team approach to managing workload and commitments.
- Keep colleagues up to date on a systematic basis.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

PERSONAL SPECIFICATION PRACTICE LIAISON OFFICER

Essential

- Knowledge of working within General Practice.
- Excellent verbal, writing and IT skills.
- Flexible approach, able to work under pressure and to deadlines, and on own initiative.
- Good interpersonal skills, able to forge good working relationships.
- Able to work as part of a team and adopt a 'hands on' approach.
- Full Drivers' Licence with access to own vehicle.

Desirable

- Relevant Honours degree or professional qualification.
- Direct Working experience of General Practice.

Derby and Derbyshire Local Medical Committee
RTC Business Park
Kelvin House – Second Floor
London Road
Derby
DE24 8UP