

Job description

Job title: Deputy Quality Lead / Deputy Chief Nurse

Reports to: Chief Nurse

Location: Agile Worker

Job Summary:

To support the Chief Nurse in ensuring that the Suffolk GP Federation maintains and continuously improves the quality, safety, and effectiveness of all clinical services it undertakes.

To serve as the Care Quality Commission (CQC) Registered Manager for the Federation's Urgent Care and Community Care directorates, taking operational accountability for daily regulatory compliance and quality assurance.

To lead the operational execution of the Integrated Governance Framework, the annual Clinical Effectiveness and Audit Programme, Patient Safety Incident Response Framework (PSIRF) processes, and Medicines Governance.

To deputise for the Chief Nurse across operational and clinical forums, providing an executive-stepping-stone developmental role focused on bridging strategic oversight with operational delivery.

Main Responsibilities:

Strategic Leadership & Integrated Governance:

- Deputise for the Chief Nurse in internal and external clinical governance meetings, operational committees, and system-partner forums as required.
- Execute the operational mechanics of the Integrated Governance Framework, ensuring that clinical risk assessments, incident learning, and audit outcomes directly feed the Board Assurance Framework (BAF) maintained by the Chief Nurse.
- Provide operational leadership and professional guidance to service clinical leads, practice nurses, and Allied Health Professionals (AHPs) across service lines.
- Actively promote a "Just Culture" of openness, psychological safety, transparent incident reporting, and continuous learning across all clinical teams.

CQC Registered Manager & Regulatory Compliance (Urgent Care & Community Care)

- Registered Manager Responsibility: Hold statutory responsibility as the CQC Registered Manager for the Urgent Care (GP+, ED Streaming, OOH) and Community Care (Podiatry, Cardiology, Ultrasound, Minor Injuries, etc.).
- Inspection Readiness: Lead the day-to-day collection of compliance data, coordinate mock inspections, and maintain the live evidence portfolios required under the CQC Single Assessment Framework.
- Statement of Purpose Maintenance: Ensure that the Federation's Statement of Purpose accurately reflects operational delivery, locations, and regulated activities within Urgent and Community Care.

- **Fit and Proper Persons:** Coordinate the operational evidence gathering for ongoing "Fit and Proper Person" assessments for service leads and senior clinical staff.

Medicines Management & Prescribing Governance:

- **Medicines Compliance:** Provide operational oversight for medicines management policies, auditing medication storage, handling, cold-chain maintenance, and disposal across all service sites.
- **EPACT Data Analysis:** Regularly review and analyze Electronic Prescribing Analysis and Cost (EPACT) data to monitor prescribing trends, safety, and cost efficiency.
- **Non-Medical Prescribing (NMP) Register:** Maintain and audit the organizational NMP Register, conducting scope-of-practice checks and ensuring prescribers maintain appropriate CPD and revalidation.
- **Controlled Drugs Support:** Support the Chief Nurse (in their statutory role as Responsible Officer for CDs) by conducting operational audits of controlled drug registers, stocks, and destruction procedures.

Clinical Workforce, Education & Advanced Practice:

- **Advanced Practice Frameworks:** Support the implementation of the multi-professional Advanced Clinical Practice (ACP) strategy in line with national HEE guidance.
- **Supervision Models:** Maintain structured supervision and mentoring frameworks for autonomous practitioners, ensuring clear documentation of individual scope-of-practice limits.
- **Student Placements:** Scope and coordinate undergraduate and postgraduate clinical placements and student engagement across the Federation's service footprint.

Workforce:

- **Support quality and compliance** by promoting and validating a trained and competent clinical workforce
- **Professional Leadership:** Assist Chief Nurse in delivering leadership to the clinical workforce, fostering a culture of psychological ownership and professional pride.

Personal/professional development:

- **Develop expert-level knowledge** of quality improvement methodologies, patient safety science, and healthcare law.
- **Maintain professional registration**, serving as a role model for the clinical workforce.

Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding Children: Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

Safeguarding Adults: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.