Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

HIGHLY SPECIALISED CARDIAC PHYSIOLOGIST

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- Provide a high-quality service to check, manage and monitor heart devices for patients
- Work closely with doctors and other staff to make sure patients receive the care they need
- Support the fitting and follow-up care of heart devices such as pacemakers and defibrillators
- Carry out tests and investigations to help diagnose heart conditions safely and accurately
- Train and support other staff while keeping your own skills and knowledge up to date
- Make sure patients feel safe, informed and supported during all tests and treatments

Job Description

Job title:	Highly Specialised Cardiac Physiologist
Grade:	Band 7
Site:	The Shrewsbury and Telford Hospital NHS Trust
Accountable to:	Head of Cardiorespiratory Services
DBS required:	Enhanced

Job Summary

- The role of the Highly Specialised Cardiac Physiologist is to provide a high quality, patient focused, efficient Cardiac Device service within the Shrewsbury and Telford Hospitals NHS Trust.
- Work in conjunction with the Head of Cardiorespiratory Services and other staff to ensure the service needs are met.
- To assist with a comprehensive implant and follow up CIED service, to include brady devices, ICD/CRT and diagnostic ILR monitoring
- To have a broad and extensive experience in all cardiac Device implant and follow up with a view to be working towards and/or maintain HRUK/IBHRE Accreditation.
- To be competent in performing, unsupervised all routine investigations in the department including, but not limited to, holter fitting and analysis, lead in ETT,

physiological monitoring in Coronary angiography. Competency in Echo will also be encouraged if required.
- Maintain clinical competencies
- To support and facilitate the training and assessment of Physiologist, medical, technical and nursing staff

Key Duties and Responsibilities

Patient Care/ Clinical Responsibilities

- To work towards or hold HRUK/IBHRE Accreditation to provide technical expertise in Cardiac Rhythm Management.
- Carry out necessary adjustments to Cardiac devices including Pacemakers, Implantable Cardiac defibrillators, ILRs and Cardiac Resynchronisation Therapy devices.
- Assist with maintaining Device and accessory stock levels.
- Analyse and produce complex reports on ambulatory ECGs to Cardiac Society standard, independently producing reports for Consultant Cardiologists and GP's.
- Maintain ILS accreditation.
- Prioritise referrals and workload and liaise with the Service Manager to address problems arising.
- Undertake supervision and training for Clinical staff, Trainee Healthcare Scientists and other Health Care professionals.
- Provide direct patient care whilst performing highly specialised diagnostic investigations to aid with clinical diagnosis. To clinically assess patients prior to any cardio-respiratory investigations to ensure patients are stable and the tests are safe for the patient.
- Communicate effectively, both verbally and in writing whilst maintaining accurate records of patient's appointments and investigations.
- Advising both clinical and non-clinical persons regarding outcome of clinical investigations where appropriate.
- Monitor and maintain professional standards of services to patients.
- Ensure safety, privacy and well being of patients during testing. Ensure patients of all ages are fully informed of test procedures and related information. Provide support, reassurance and advice. Communicate complex information to doctors and other professionals.
- Assist in implementing local strategies to ensure continuing development of patient focused service in line with activity targets and requirement of directorate.

Professional

- Ensure personal compliance with regards to mandatory training, information governance professional CPD and codes of conduct.
- Maintain state registration as appropriate, and personal competence.
- Contribute to the training of junior staff
- Participate and contribute to Monthly Cardiac Device MDT meetings including presentation of interesting cases and audit data.
- Liaise with Device Manufacturers regarding implant/clinic support.

Planning and organising

- Contribute to meeting and sustaining the local and National diagnostic targets within the department.
- Works flexibly and contributes to participation in an efficient rota to ensure all service needs are met.

Communication

- Maintain good working relationships and be able to communicate complex information to a wide range of staff, patients and external agencies.
- Liaise with physiological, medical, technical, nursing, housekeeping, administrative and other staff as necessary.
- Contributes and participates in departmental meetings to support a high-quality service for patients and support a strong team ethic.

Physical and Financial Resources

- Ensure machines are maintained and faults reported to Medical Engineering, liaise with relevant companies completing necessary feedback reports.
- To be responsible for the maintenance, calibration and accuracy of cardio-respiratory equipment.
- Understand patient data computer systems and application, such as Sema Helix and Cris.
- Comply with existing systems for the accurate recording, collation, monitoring and feedback of appropriate information.
- Assistance with maintaining stock control.

Human Resources

- Responsibility for providing students, junior staff, and Medical staff with training regarding routine investigations.
- Undertaking workplace assessments and appraisal of junior staff.

Clinical Governance and Audit

- Work within agreed Trust and local policies and protocols.
- Contribute and participate in audit to ensure compliance with and development of professional and local policies and procedures and clinical standards/protocols/guidelines.

This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service

GENERIC CLAUSES FOR ALL JOB DESCRIPTIONS

- To maintain a broad understanding of the work of the Service Line and Department, and of Trust as a whole, and actively contribute ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in Trust's Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Person Specification

	Essential	Desirable
Qualifications	• BSc Clinical Physiology (Cardiology) or equivalent • ILS or ALS certification	• BHRS or equivalent accreditation (or working towards) • RCCP/AHCS registration (or eligibility to register)
Experience	• Extensive practical experience working autonomously in technical cardiology, to include Cardiac device fu/implant, angiography, exercise testing and holter analysis with at least one year post qualification experience. • Experience of teaching healthcare science students and less experienced staff. • Ability to clinically prioritise tests and escalate results appropriately • Ability to exercise initiative when dealing with issues from any area. • To act as a professional role model to all staff / colleagues • Experience in maintaining device stock control in line with agreed contracts.	• Experience and knowledge of basic Echo • In depth understanding of relevant legislation, national standards, professional and local guidelines, e.g., Health and Safety, COSHH, BCS, BHRS guidelines

Knowledge and skills	• In depth knowledge of technical cardiology, including practice with a wide array of complex technical equipment. • Able to work autonomously with a wide range of Cardiac devices from all manufacturers. • Experience in applying theoretical knowledge into patient care. • To be able to identify when emergency medical intervention is required and take appropriate action. • Provision of immediate / advanced life support as Required. • Work to an agreed occupational policy, being proactive in the development and maintenance of standards using evidence base • Ability to use programs such as Excel & Word being able to set up documents and spreadsheets, and extract information. • Independently use computer-based applications to investigate patients.	• In depth knowledge of investigation, diagnosis and therapy in all areas of technical Cardiology • Ability to use specialised computer software such as CRIS / NICOR • Ability to sustain periods of intense concentration during interventional procedures for over 4 hours e.g., biventricular pacemaker implantation, PCI • Ability to multi-task while maintaining high levels of concentration. • Be flexible, a team worker and be patient focused • De-activate devices in recently deceased patients (in the mortuary setting) • Able to liaise with external device companies to ensure the best care for the patient.

	• Regularly responsible for data entry onto computer-based systems for reporting, monitoring activity and accurate record keeping and maintaining confidentiality • Use of fine tools using a high degree of manual dexterity, co-ordination and sensory skills for patients' investigation, e.g., use of pacing programmers • Occasional requirement to move heavy equipment / patients using safe manual handling technique. • Minimise hazards. • To provide CPR as appropriate – highly physical • Ability to concentrate frequently / for prolonged periods during investigation and reporting, e.g., pacing clinic, monitoring in the Cardiac Catheterisation Lab. • Ability to cope with frequently distressing circumstances in the clinical area, e.g., liaising with patients /relatives	

	in life-threatening conditions, in high pressure environments and coping with a patient fatality during investigation and treatment. • Demonstrate empathy when dealing with patients and relatives in distressing conditions. • Work in high pressure environments, such as ITU, HDU and A&E Resuscitation units as required • Ability to communicate highly complex technical information across professional boundaries, including where there is a difference of opinion and evidence base. • Able to contribute to delivering training to technical staff and other professional groups. • Ability to effectively overcome barriers to communication when dealing with paediatrics, patients with disabilities, their relatives, and carers, often is	

	distressing situations.	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won’t be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.