CLINICAL LEAD FOR MEDICINE FLOW

Candidate Pack

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.

- The role focuses on helping patients leave hospital safely and on time by checking bed space, spotting delays, and making sure each patient's next step is clear and acted on every day.
- It involves working closely with all hospital teams to solve problems quickly, keep care moving, and make sure patients get the right treatment in the right place.
- The post holder will support ward teams, review long-stay patients, and help plan safe discharges with community partners and the Integrated Discharge Team.
- They will lead on improving patient flow by using data, audits, and action plans to remove barriers and improve how services work.
- The role includes giving clinical advice, supporting staff, and building strong working relationships across the hospital and with outside organisations.
- They will also help meet NHS targets by using their communication, leadership, and problem-solving skills to keep patient pathways safe, smooth, and well-managed.

Job Description

Job title:	Clinical Lead for Medicine Flow
Grade:	7
Site:	The Royal Shrewsbury Hospital
Accountable to:	Centre Manager
DBS required:	Enhanced

Purpose of the post

The clinical Flow Lead will represent the Medical division in supporting timely discharges of patients. The role will require an interface with all medical departments and constantly assess capacity identified throughout the day while providing excellent positive patient experience. This will include being well-informed of any impacts resulting in unnecessary delays in any part of the patient's journey from admission. They will be accountable for ensuring each patient has a next critical step in their patient journey that is actioned daily. They must be able resolve any constraints resulting in delays in patient treatment or escalate appropriately. It will be pivotal; they can work independently and escalate to the appropriate department or

specialty across the organization, ensuring the patient receives the right care in the right place by the right clinician.

The post holder will maximise the use of inpatient beds, enabling local and national NHS targets to be met using knowledge, skills, experience, influence, negotiation, and advanced communication skills to identify and resolve issues that could impact patient pathways.

This will require the role to work with various members of the multi- disciplinary teams to inform them of alternative ways of working, evidenced through data collection and audit that illustrates areas for required ongoing improvement. The post holder will be able to create and implement action plans to assist in resolving impediments to patient flow to improve patient pathways using the evidence collated.

The clinical flow manager will support the Ward teams and Centre Managers in the daily review of medical capacity across both sites. The role will be advisory to encourage ward managers to inform ward-level ownership of admissions and discharges while advising site teams of progress and updates throughout the day.

The role will require being the conduit between medicine, site teams, all relevant specialties, the divisional escalation manager, and IDT while keeping divisional leads informed of escalating situations.

The clinical flow manager will actively review long-stay patients, ensuring all stakeholders are involved at the earliest opportunity in discharge planning so the patients can be discharged on the appropriate pathway on the day they are medically optimized.

They will lead in actively working with IDT and community partners to manage complex patients.

The post holder will offer clinical leadership and clinical advice/support to all care areas within the hospital while proactively managing patient experience and expectations.
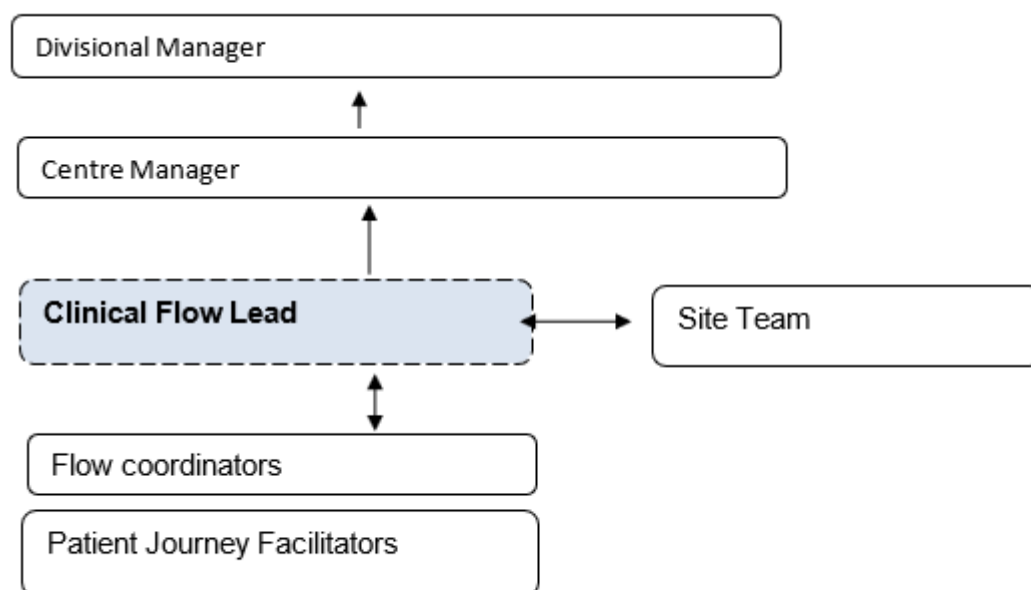
The post holder will be expected to establish and maintain positive working relationships with other multi-disciplinary team members in line with the Trust Values and Kindness and Respect Policy.

Management and Leadership

1. Work in collaboration with ward teams to plan and manage timely the discharge of patients from the hospital.
2. Establish effective working relationships with all nursing, support staff, medical staff, general managers, site teams, community teams, and transport services.

3.   liaise with the Integrated Discharge Team to promote the most effective movement of patients in a timely manner.
4.   Ensure daily board rounds are maintained and provide teaching and coaching to the multi-disciplinary team members where required.
5.   Maintain daily forums that support patient flow, such as long stay reviews and ward-based check chase challenge.
6.   Supports the trust to meet the standards of A&E waiting times as laid down in the NHS plan and subsequent government targets. Managing staff, patient, and public expectations of the service throughout the process
7.   Monitor long-stay patients, ensuring each patient has an action plan and an owner of appropriate actions to facilitate discharge.
8.   Line Manage the Flow coordinators, oversee the patient journey coordinators, and ensure gong training education is given to the team
9.   Liaise with other hospitals regarding the transfer of patients to/from GRH for treatment/repatriation
10. Have an awareness of quality issues regarding the inpatient journey within the Trust
11. Monitor and report any concerns to the appropriate lead matron on standards of care observed during clinical working and ensure appropriate follow-up to said incidences.
12. Take responsibility for maintaining self-development and seeking educational opportunities as appropriate to support revalidation and registration, and ensure Professional Code of Conduct is upheld
13. To unblock any discharge/transport issues that may impede discharge

Structure

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│ Divisional Manager                          │
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│ Centre Manager                              │
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   Clinical Flow Lead                  │◄──►│ Site Team           │
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│ Flow coordinators             │
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│ Patient Journey Facilitators  │
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Communication and Relationships

The clinical flow manager will have exceptional communication skills to enable working with key multidisciplinary colleagues such as (but not exhaustive):

Internal

- Integrated
- Service Delivery Directorate
- Director of operations and deputy
- Director of Quality and Chief Nursing and deputy
- Center Managers
- Theatres, Critical Care, Ward managers and staff
- Matrons
- Site teams
- Patients, families and carers
- Consultant Medical Colleagues and other medical staff
- Allied health professionals
- Support services
- Infection control staff

External

- Ambulance service and private ambulance companies
- Tertiary referral centres
- Bed Managers at other hospitals
- Social workers
- External agencies i.e. Fire Brigade, Police
- ICB
- Relevant voluntary organisations

Education, Professional Development and Training

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
2. To support the implementation of an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.
3. To participate in the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants.
4. In conjunction with the Ward/ department manager identify the training and educational needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.

5. To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
6. To support the Ward/ Department Manager in ensuring that all team members attend Mandatory training sessions.

Research and Audit

1. Together with the Ward/Department Manager develop standards of care and participate in ongoing research, audit and projects.
2. To promote and disseminate relevant research findings to support clinical practice and education within the department.
3. To participate in developing systems for assessing the users views on the quality of services provided and for
1. involving patient's relatives and their representatives in the planning and development of services

Human Resources

1. To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.
2. To assist the Ward/ Department Manager in the management of staff within their ward/department including specific induction, recruitment and selection, deployment, training, performance management, sickness/ absence and appraisals.
3. Assists the Ward/ Department Manager in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.
4. To work with the Ward/ Department Manager on the appointment of nursing staff for their designated clinical area.

Use of information
1. To ensure that staff maintain and update PAS to support patient care.
2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.

Person Specification

	Essential	Desirable
Qualifications	• Professional registration NMC/HPC • Evidence of continuing professional practice	
Experience	• Extensive post registration experience with previous experience at band 6 or equivalent in relevant specialty • High level clinical skills and knowledge • Experience in teaching and training staff • Involvement in nursing audit and research • Up to date knowledge and understanding of nursing policy and practice relevant to specialty • An awareness and understanding of national and local issues that affect nursing and the NHS as a whole • Understanding national and local policy relating to specialty •	
Knowledge and skills	• Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust. • Evidence of excellent communication skills including verbal, non verbal and written. • Evidence of excellent Patient documentation and record keeping skills. • Excellent interpersonal skills with professional credibility	

	- Time management skills with an ability to act on own initiative and be both self directed and motivated in the work environment. - Positive attitude to change with a proven ability to assist in the implementation of change and practice development. - Sound Microsoft office PC and Sema Pas skills	
Other	- Awareness of professional and personal limitations. - Ability to inspire confidence in others , demonstrating strong leadership qualities and acting as a positive role model to other members of the team. - Strong Team worker - Flexible and Adaptable in approach - Ability to work flexibly to meet service needs	

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:
    - o you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - o 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.