

Job Description and Person Specification

Professional Standards Committee

Post: **Health Professional Member of External Review Team**

Responsible to: **Chair of External Review Group**
and **Chair of the Professional Standards Committee**

Date Agreed: **31 August 2017**

This job description should be considered in conjunction with the [‘External Review of Ophthalmology Services Handbook for Assessors 2017’](#) and [‘Process Guide External Review of Ophthalmology Services 2017’](#).

The Royal College of Ophthalmologists accepts requests from healthcare organisations that require independent external advice or support to deal with issues and concerns. It may also accept referrals from commissioners where the terms of their contracts permit. The service covers the whole of the UK, including the devolved nations.

The reviews are ophthalmologist led and the primary purpose is to ensure patient safety and improve patient care. Review teams are often multidisciplinary (including allied health professionals such as nurses, orthoptists, optometrists, managers) and may include a lay reviewer.

Reviews vary in scope and complexity, from remote case note reviews to establish if there is cause for concern to on site visits with service redesign. Each review is unique and the composition of the team depends on the requirements of the review. New reviewers are usually paired with more experienced colleagues before being asked to lead a team.

ROLE PURPOSE AND RESPONSIBILITIES

The role of the professional reviewer is to provide the client organisation with an objective assessment of the service against acknowledged or widely accepted standards within the agreed terms of reference and contribute to a report including clear action plans for the organisation. This will involve an assessment of how responsive the service is to patients’ needs, how effective and safe the care is, and whether the service efficiently uses the available internal and external resources.

The process involves team working over a number of days and the necessity to make and communicate potentially difficult decisions. It is important that the members of the review team are confident in these skills and have experience of team working. The skills and behaviours of members of the review team can affect the credibility of The Royal College of Ophthalmologists.

Members of the External Review Team will:

- Conduct each review in line with the terms of reference agreed between the College and the referring organisation

- Carry out the review in line with the College’s regulations and guidance for undertaking invited reviews
- Work collaboratively with other members of the review team, the College and the referring organisation
- Maintain the confidentiality of all information relating to the organisation, employees, patients and other parties
- Escalate any very serious or urgent safety concerns (via the lead reviewer) to the Chair of the External Review Group and/or the Chair of the Professional Standards Committee
- Work proactively in search of solutions
- Gather, select and evaluate findings
- Avoid conflicts of interest
- Help ensure the interests of patients and the public are represented
- Act in the public interest
- Sign off the final report
- Undertake appropriate training

ESSENTIAL SKILLS AND KNOWLEDGE REQUIREMENTS

Criterion	Essential	Desirable
Eligibility	<p>Member or Fellow in good standing of The Royal College of Ophthalmologists</p> <p>Hold a substantive or honorary NHS Consultant or Speciality Doctor post for at least three years</p> <p>OR</p> <p>Ophthalmologist in Training ST3 and above</p> <p>OR</p> <p>Optometrist with at least 5 years post registration hospital or other relevant experience (equivalent band 7 and above)</p> <p>OR</p> <p>Senior orthoptist with at least 5 years post registration hospital or other relevant experience (band 7 and above)</p> <p>OR</p> <p>Senior registered nurse with at least 5 years post registration ophthalmic experience (band 7 and above)</p>	

	<p>OR</p> <p>Senior (band 7 and above) hospital manager with extensive ophthalmic experience</p>	
Experience	Involvement in quality improvement activities and service delivery change and implementation	Mediation or conflict management
Training	Evidence of equal opportunities and diversity training within previous five years	Dealing with difficult people training Leadership or management training
Knowledge	<p>Knowledge and understanding of the health sector</p> <p>Familiarity with the commissioning environment</p> <p>Understanding of the regulatory framework governing clinical professionals and provider organisations.</p>	
Communication Skills and Behaviours	<p>Excellent communication, analysis and judgement skills in order to gather and evaluate information and evidence from sensitively conducted interviews, and provide clear and logical feedback on patient care and patient safety.</p> <p>Ability to make recommendations by using evidence, outcomes of experience and critical review and reflection</p> <p>Ability to interpret numerical and statistical data</p> <p>Ability to identify, manage and resolve conflict situations</p> <p>Good listening and team working skills</p> <p>Ability to remain impartial, non-judgmental and objective</p>	

	<p>Demonstrate empathy, tact, discretion and maintain confidentiality</p> <p>Willingness to travel outside of local area to undertake reviews</p> <p>Commitment to high professional standards for the benefit of patients and the profession</p> <p>Commitment to providing comments on the draft report as required within agreed timescales</p> <p>Understanding of, and commitment to, the principles of equal opportunities and diversity</p>	
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APPOINTMENT PROCESS

Ophthalmologist reviewers will be recruited from members of the Professional Standards Committee, the Quality and Safety Committee, College Officers and Chairs of standing committees and groups, or by an open recruitment process for other reviewers through advertisement to members on the College website. Open appointments will be through completion of an application form and face to face or telephone/skype interview supported by references. For ophthalmologists, there should be a reference from their Medical Director (or equivalent) and another from their College Regional Representative (or equivalent).

For clinical reviewers from associated professions, recruitment will occur via professional links of College Committee members and from advertisement through professional bodies such as the Ophthalmic Forum of the Royal College of Nursing, the British and Irish Orthoptic Society and the College of Optometrists. Non-ophthalmologist clinical reviewer applicants will require two professional references, at least one from their clinical lead, line manager or senior colleague. Selection for all reviewers will be made by an agreed appointment panel.

This is a three-year honorary appointment which is renewable at the discretion of the Chair of the External Review Group and the Chair of the Professional Standards Committee.

KEY WORKING RELATIONSHIPS

- **Internal:** President, Vice President for Policy and Communications, Chair of Professional Standards Committee, Chair of the External Review Group, Review Team Members, Lay Advisory Group, Head of Professional Support and other department staff.
- **External:** referring organisations

TIME COMMITMENT

- Estimated at 5 days per year for pre-visit organisation meetings and reading, visit, post-visit report review, training day once per year

DECLERATIONS OF INTEREST

Review team members are required to disclose any involvement with the healthcare organisation to be reviewed or its direct competitors or commissioners which could lead to a conflict of interest.

CONFIDENTIALITY

Review team members shall not release confidential information gained as a result of their involvement to any external party outside of the review team and the related College staff without the approval of the Professional Standards team.