

**Job title:** Bridge View Medical  
Governance Manager

**Reporting to:** The Executive GP Partner  
The Executive Practice Manager  
The Clinical Lead for CQC Compliance

**This is a Full Time, Fixed Term Appointment**

**Responsible for:** Enabling Bridge View Medical's; clinical safety and general quality arrangements, effective oversight of incident reporting and investigation, monitoring, compliance with CQC requirements.

### **Job purpose**

The post holder is responsible for ensuring that systems and processes are developed and maintained to support a systematic approach to reporting, assessment, investigation, analysis and management of clinical safety, quality and patient experience.

This includes the management of patient safety incidents, complaints and quality concerns when they occur. Ensure that all action plans relating to learning from significant events, audits and complaints is shared and delivered as required.

Provide support and guidance to personnel across Bridge View Medical to enable them to comply with the various governance and reporting requirements placed on them.

Provide information to the Board which is accountable for ensuring Partnership expectations of governance systems are identified and addressed.

### **Governance of Clinical Safety and Quality**

- Ensure robust and transparent governance across Bridge View Medical to enable effective reporting and learning
- Enable effective BVM wide reviews of clinical safety and quality through the development of systems, processes and documents.
- Prepare reports and present to various Forums to include Partner Meetings, Board Meetings and Education Afternoons

### **Advisory**

- To provide support and guidance to personnel following incidents
- To provide guidance on appropriate processes and procedures, and CQC Standards

### **Incident Management**

- Ensure all incidents and complaints are reported, reviewed and actioned in a consistent manner across all sites
- Ensure learning is shared across all sites and used to reduce or eliminate future risk

### **Analysis and Reporting**

- Provide monthly reports to Clinical Leads and Board identifying trends and priorities

### **Management**

- Identify to managers any operational issues relating to clinical safety and involving others as may be appropriate
- Develop quarterly governance and clinical safety bulletins to be disseminated within BVM
- Undertake or instigate audits when appropriate
- Monitor risk registers and offer advice to minimise risk

### **Patient Safety Alerts**

- Ensure effective process to disseminate and audit patient safety bulletins received from Partner agencies

### **Gold Standard Meetings**

- Ensure a calendar of clinically required meetings is maintained at site level, to include End of Life, Dementia, Safeguarding
- Ensure meeting compliance and support meetings as appropriate
- Report on compliance at BVM level and ensure exceptions and learning outcomes are shared across sites

### **Equal opportunities**

Bridge View Medical is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, and colleagues from all equality strands (race, gender, age, sex, sexual orientation, religion, disability etc)

### **Health & Safety**

Under the provisions of the Health & Safety at Work Act 1974 it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with Partners of Bridge View Medical as far as necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health & Safety or welfare at work.

### **Information Governance**

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, GDPR and Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties
- Disclose information appropriately in line with the GDPR
- Ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales

- Maintain the confidentiality of their password/username and abiding with the terms and conditions of the smartcard

### **Person Specification**

	Essential	Desirable	To be evidenced by*
Professional clinical or management qualification		Y	A
Educated to degree level	Y		A
Diploma in risk management		Y	A
Experience of investigating incidents/issues	Y		A/I
Experience of project management		Y	A/I
Able to confidently work with various staff groups			A/I
Knowledge of CQC methods of assurance	Y		A/I
Ability to work independently and as part of a team	Y		A/I
Ability to influence/negotiate and deliver change	Y		A/I
Good IT ability to work with different systems and use excel	Y		A/I
Proven ability to present complex issues and deliver training sessions	Y		A/I
Ability to communicate effectively and with different media	Y		A/I
Attention to detail	Y		A/I