

## Job Description

Follow instructions and replace with your own text. For further guidance please refer to the guidance notes on writing Job Descriptions and Person Specification: [Agenda for Change \(AfC\)](#)

Job title:	Specialty Doctor in ME/CFS and Fibromyalgia
Division:	Queen Square
Board/corporate function:	Specialist Hospital Board
Salary band:	Specialty Doctor
Responsible to:	RLHIM Associate Clinical Director
Accountable to:	Clinical Director for Queen Square
Hours per week:	3 sessions
Location:	Royal London Hospital for Integrated Medicine (RLHIM)

## University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing and Grafton Way Building)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

We are committed to sustainability and have pledged to become a carbon net zero health service, embedding sustainable practice throughout UCLH. We have set an ambitious target of net zero for our direct emissions by 2031 and indirect emissions by 2040.

## UCLH Vision and Values

At UCLH, we have a real 'One Team' ethos, and our values – safety, kindness, teamwork and improving, are central to the way we work. This is supported by our staff, who voted us as the #1 NHS Acute Trust to work for in the whole of England.

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

### We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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### We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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### We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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### We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop learning through	Innovate research and
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## Equality, Diversity, and Inclusion at UCLH

At UCLH, we take equality of opportunity seriously and are committed to being a diverse and inclusive employer, with a culture that creates a real sense of belonging and trust. Respect, inclusion and sensitivity are hallmarks of quality of our care. That is why it is our fundamental aim, to recruit, retain and promote a diverse mix of people from all backgrounds, cultures, and perspectives, who are representative of our local communities to support our world class research, innovation, and creativity. We are proud to have 5 different networks that are owned and led by our

staff which give a voice to all our staff to feed up to leadership of the organisation, including the Trust board, thus creating a sense of community and support and help drive cultural change to become a more inclusive organisation.

Our staff networks are:

- Black, Asian and Minority Ethnic (BAME) Network
- Lesbian, Gay, Bisexual Transgender, Queer, Intersex and Asexual (LGBTQIA+)
- Women's
- Disability Network
- Mental Health Network

## Job Purpose

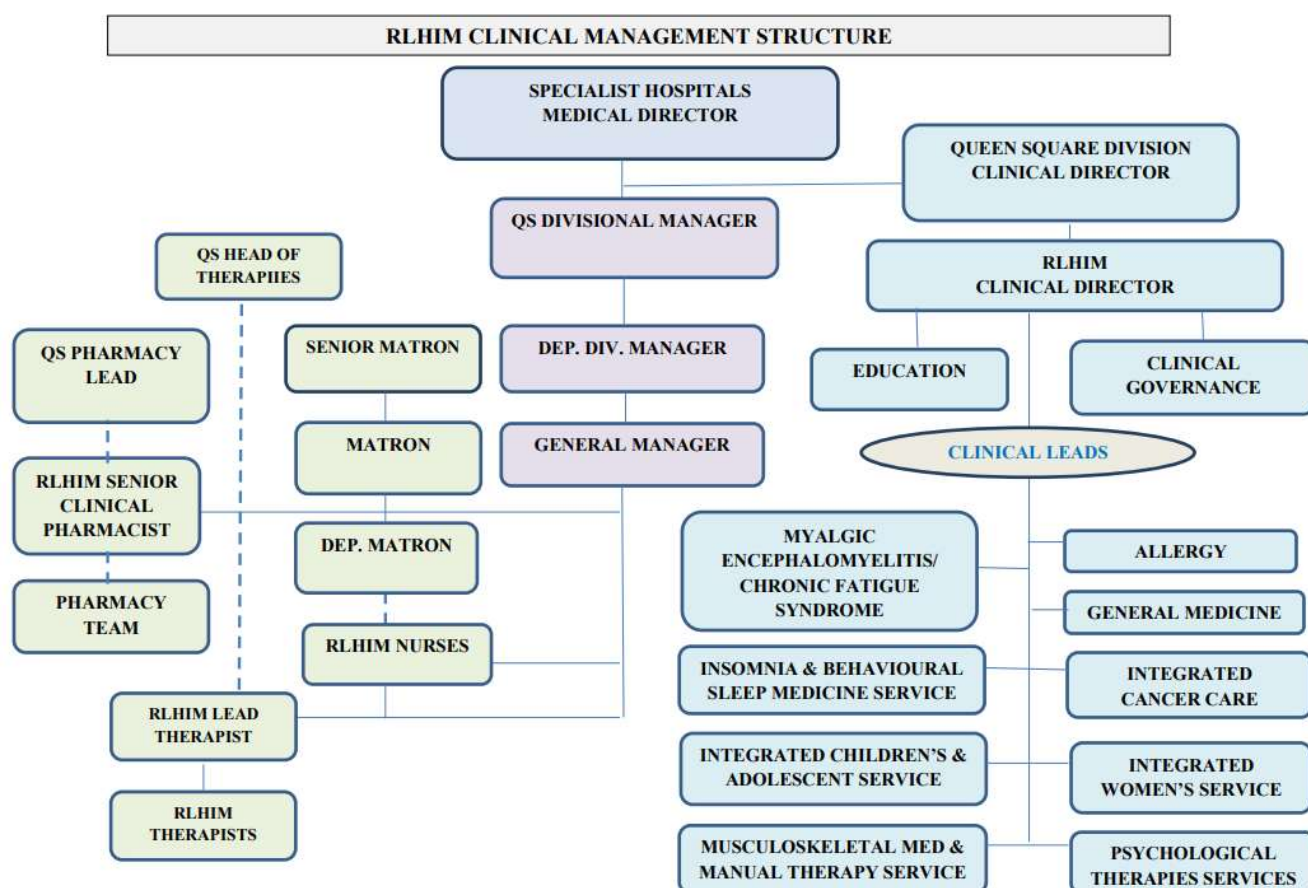
To provide high quality specialist outpatient-based care to patients referred to the service with ME/CFS or Fibromyalgia, based on available NICE guidelines. The role involves initial assessment, reviewing investigations, diagnosis, education, and ongoing support and management of symptoms and appropriate onward referral within the MDT according to the ME/CFS and Fibromyalgia service pathways. We support self-management techniques to improve quality of life and function with a holistic integrated approach. We support patients with moderate and severe ME/CFS through a combination of in person and remote appointments.

The post holder will be key in advocating for ME/CFS and Fibromyalgia patients, working closely with all of the team to provide care to our patients. Like other members of the team, you will be highly experienced and dedicated to helping people make sense of their condition and exploring how all areas of their lives may be affected by it.

The post will involve collaborative working with the multidisciplinary team (MDT) and effective liaison across other services at UCLH and wider health and social care ensuring the delivery of a consistent approach. The successful candidate will be an organised, motivated specialist doctor with extensive previous experience in managing chronic conditions. Experience in mental health would be an advantage.

## Key Working Relationships

As a Specialty Doctor for the ME/CFS+FMS service, the post holder will be part of the MDT which consists of three Specialty doctors, one Specialist Physician, one physiotherapist, three Occupational Therapists, one Dietitian, and one Clinical Psychologists and three CBT therapists. You will work closely with the ME/CFS+FMS Clinical Lead and RLHIM Clinical Director, and other colleagues at the RLHIM. You will be provided with secretarial support including information technology (IT) facilities. It is expected that the post-holder will join the RLHIM team to ensure that the service is coordinated, flexible, responsive and integrated into the broader interdisciplinary teams within UCLH. Close liaison with UCLH clinical staff will be essential. UCLH is committed to developing robust mechanisms to ensure the delivery of the best possible standards of clinical governance, in which the post-holder is expected to play a full part.



## Key Results Areas

### 1. Communication – Core Dimension

- Promote and maintain effective communication with patients, their carer's and outside agencies.
- Use communication skills to convey complex and sensitive information effectively to patients, carers and other staff, overcoming any barriers to understanding and providing support during distressing or emotional events.
- Ensure patient documentation is completed correctly, appropriately and in a timely manner.
- Ensure patient confidentiality is maintained.

### 2. Clinical: Provision of care to meet health and wellbeing



- Undertake sufficient clinical activity according to the requirements of the job plan and demands of the service and demonstrating continued efforts to maintain or increase appropriate referrals into the service (within commissioning constraints)
- Act as an advocate for the patient, providing them with information and directing them to the relevant support services where appropriate.
- Take the appropriate action to address any issues or risks.
- Respect people's dignity wishes and beliefs; involve them in shared decision-making.
- Promote a patient focused multidisciplinary approach to care in collaboration with carers, health care professionals and other agencies.
- Refer to other health professionals when this will improve health outcomes or when risks and needs are beyond own competence and scope of practice.
- Work with other practitioners in supporting patients' information needs, promoting their wishes and beliefs, and addressing their concerns.
- Assessment and treatment planning: Assess, plan, implement and evaluate care to address complex and changing needs.
- Employ effective decision-making skills to address complex issues and use effective change management skills to implement these.
- Collect/record data accurately in accordance with professional guidelines and UCLH Core Standards

### 3. Personal and People Development

- Participate in annual staff appraisal, staff development and in-service training activities in line with the Knowledge and Skills Framework
- Attend Trust/local orientation programmes, mandatory training sessions and annual updates.
- Be appraised at least annually and contribute to own personal development plan (PDP)
- Participate in / provide Clinical Supervision as appropriate.

### 4. Equality and Diversity

- Carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy.
- Recognise the importance of peoples' rights and act in accordance with legislation, policies and procedures.
- Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals.
- Take account of own behaviour and its effect on others

### 5. Learning and development

- Maintain knowledge of relevant research evidence relating to the speciality, applying it to practice and disseminating as appropriate
- Develop and implement own teaching skills and participate in education programmes that develop others' competence and performance
- Educate patients and their carer(s) as required where a need has been identified

### 6. General

- Adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times
- Comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times

- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure
- Be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act
- Maintain confidentiality at all times

## Main Duties and Responsibilities

### 1. Communication

- The department is one of the largest in the South-East. The post holder will need strong communication skills, both orally and in writing (emails, documents, clinical letters,) with patients and their relatives, clinical colleagues, and externally with GPs. Communication may require a high degree of skill to communicate complex and sensitive information. An important measure of success in this role will be the ability to form and sustain relationships, often across health and social care partners and be aware of the political context of their communication.
- Provision of specialised advice to patients concerning care and liaison with other MDT members when required

### 2. Professional and Clinical Responsibility

- Direct responsibility for assessment, diagnosis, and implementation of care in line with current NICE guidelines for own outpatients for ME/CFS and fibromyalgia patients referred to the service.
- To contribute to an excellent standard of care covering the management of patients referred to the service
- Patient safety – to be actively involved in delivering high quality patient centred care and contributing to safety and quality initiatives and improvement projects being undertaken in the trust
  - Patient administration – to undertake the administrative duties associated with the care of patients and the administration of the department
  - Liaison – to undertake any necessary liaison with other medical services, GPs or adult social care where indicated
- Attendance of MDT meetings

### 3. Improving quality and service development

- Improve the quality of care and the patient journey
- Improve patient participation in the development of services
- Increase collection of patient related outcome measures (PROMs) on entering and leaving the service
- Clinical Governance responsibilities including risk management and contribution towards clinical audit programme
- Risk management – regular review of potential risks of the service in collaboration with the Clinical Lead, mitigation of risk by adoption and implementation of suitable policies and procedures, regular review of and response to any complaints or incidents involving the service and liaising with the RLHIM Clinical Governance Committee in acting upon them

## 4. Personal Development, leadership and collaborative practice

- You will need to demonstrate appropriate expert clinical knowledge, education and an ability to use audit to develop practice and improve current knowledge base
- Appraisal/job planning/mandatory training - to fully comply with requirements for annual appraisal and job planning and maintain an up-to-date mandatory training record.
- Ensuring that you undertake relevant continuous professional development activities in accordance with the requirements for enhanced appraisal and revalidation in order to maintain and develop personal professional standards
- Opportunity to develop research ideas and collaborate more widely within UCLH and other national organisations relevant to ME/CFS and Fibromyalgia

## Other

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to seek to implement our Equality, Diversity and Inclusion Policy and the objective to promote equality of opportunity in relation to the duties of the post. Objectives will be set, that your performance will be monitored against in conjunction with your manager.

## Sustainability at UCLH

You will be required to demonstrate a personal commitment to the Trust's Net Zero Strategy and to take personal responsibility for carrying-out your work duties in a way which is compliant with this strategy.

## Person Specification

**Essential** defines the minimum criteria needed to carry out the job and the job cannot be done without these.

**Desirable** refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
<b>Knowledge &amp; Qualifications</b>						
MBBS or equivalent	E		X			
MRCP or MRCPGP	E					
Recognised training in a branch of Integrated Medicine (e.g. mind-body therapies such as Tai Chi, Yoga, nutrition, acupuncture, osteopathy, homeopathy, herbal medicine)		D	X	X		X
Full registration with the GMC	E		X			
<b>Skills &amp; Abilities</b>						
Excellent interpersonal and patient communication skills	E		X	X	X	X
Patient-centred approach	E		X	X	X	
Good organisational skills	E		X	X	X	
Understanding and tolerance of the appropriate use and safety aspects of using complementary therapies in patients with complex, chronic medical conditions	D		X	X		



<b>Personal &amp; people development</b>						
Healthcare professionals sitting in on clinics	E			X		
<b>Quality and service improvement</b>						
Innovative and imaginative approach to service development	D		X	X		
<b>Information processing (IT skills)</b>						
Computer literacy, including use of e-mail, Internet and voice dictation systems	E		X	X		
<b>Personal Qualities</b>						
Integrity	E		X	X	X	
<b>Other requirements, including:</b>						
Physical skills (e.g. requirement for speed and accuracy, hand-eye co-ordination 1.	D		X	X	X	

**A= Application I= Interview R= References T/P = Test/Presentation**