

Primary Care Digital Envoy

37.5hrs Per Week
22 Months

An innovative and exciting new role, hosted by DELT shared services but working exclusively on behalf of NHS Devon Integrated Care Board (ICB). The role will principally be focused on creating long-term digital change and transformation across Devon's 121 GP Practices and 31 Primary Care networks.

As a Primary Care Digital Envoy, you will be at the forefront of promoting digitally focused innovation and optimisations to Primary Care within Devon. Building a network of eventually self-supporting individuals across Devon. Supporting practice and PCN leads to realise the full benefits of new and existing systems, using learning from both local and national best practice.

What will you be doing?

- Building a digital transformation network within your area of the county focused on supporting general practice and PCNs to realise the full benefits of existing digital systems.
- Providing peer support and a coaching environment to facilitate increased utilisation of digital by practice/PCN teams and patients.
- Build effective and trusted working relationships with general practice and PCN Digital and Transformation leads within Devon.
- Guide and collaborate with surgeries/PCNs on their own individual transformation journeys using best practices from across the country.
- Champion transformational change within general practice, supporting practices and PCNs through change adoption and transformation.
- Work alongside surgeries/PCNs to review changes and transformation post implementation to inform future best practice.
- Supporting the delivery of digital initiatives and improvement projects, through effective communication and engagement with clinicians and other staff groups.
- Work with the ICB communications team to create meaningful and supportive transformation communications to support practices and PCNs.
- Identify both digital and non-digital barriers to change within primary care and work with practices and ICB change capacity to overcome these.

- Supporting general practice to create a parity of digital offerings across practices in Devon for the benefit of both them and their patients, both typical and atypical.

What We're Looking For

- A dynamic, people focused individual who can quickly earn trust and build effective working relationships with a broad spectrum of individuals.
- Someone with excellent communication and engagement skills, whether in person, by email or via any other medium.
- A negotiator who can see a problem from all sides and effectively navigate through to a positive solution.
- An individual who can work alongside a complex set of external organisations and support them on an often complex transformation journey.
- An individual capable of supporting process re-engineering across primary care.
- Someone who is able to interpret complex process information and data to identify transformation or change opportunities.
- Someone who is not afraid to ask questions and offer opinion.
- An individual with an understanding of digital systems, solutions, and the art of the possible.
- Someone who is a strategic system leader.
- An ability to provide succinct and relevant reporting

Ideally, you'll also have

- An understanding of Primary Care or other relevant experience in a healthcare environment.

Skills or Traits That Will Help You In The Role

- An active listener
- Curious and inquisitive
- Flexible and adaptable
- Outcome focused
- Has personal insight and aware of potential triggers in self and others
- Active team member across multiple teams
- Previous experience of change and/or transformation
- Awareness of quality improvement

- Able to acknowledge and celebrate innovation and share best practice
- Driven with a finishing mentality