

Job Description

Job title: Clinical Governance Officer	
Department: Clinical Governance	Location: MSG Premises
Position reports to: Clinical Governance Manager	
Type of employment: Permanent Less than Full Time post (21 hours per week)	Salary: <i>dependent on experience</i>

The post

The Medical Specialist Group LLP Guernsey is looking to recruit a Clinical Governance Officer who is a registered health and social care professional.

Why Choose Us?

- A unique opportunity to work within a small, cohesive department
- We offer a generous remuneration package, including an array of employee benefits.
- Guernsey residents benefit from an independent taxation system, including flat rate 20% income tax.
- Relocate to appreciate a rewarding quality of life within a thriving small community.
- Enjoy shorter commutes and a safe and friendly place to live and raise a family – all within easy reach of the UK.

The Medical Specialist Group LLP

The Medical Specialist Group (MSG) Limited Liability Partnership is contracted to provide a wide range of emergency and elective medical services for the Bailiwick of Guernsey, in partnership with the Health and Social Care Committee (HSC) of the States of Guernsey. It aims to serve and care for the community through the provision of the highest standard of clinical care. The MSG was founded in 1992 by a group of 19 doctors. Today the service remains owned and run by a passionate team of doctors, currently comprising 56 consultants with a range of professional interests. There are no junior doctors in Guernsey and therefore consultants provide the complete range of inpatient and outpatient care. Tertiary care

services are supplied by a variety of Hospitals on the UK Mainland, mainly Southampton University Hospital, usually through contracted services.

The MSG is based at Alexandra House and Mill House, where most managerial and support staff are based. Both buildings have dedicated outpatient facilities and are situated in close proximity to the island's main hospital, the Princess Elizabeth Hospital (PEH).

The team

The successful applicant will join our Governance Manager and two less than full time Governance Assistants who work cohesively to deliver high quality clinical governance support to the MSG and island community.

Facilities and services

The Governance department is located within Alexandra House at the Medical Specialist Group.

Job Summary

- In this role you will primarily be responsible for managing patient complaints received by the Medical Specialist Group LLP (MSG).
- Assist with the efficient running of the MSGs Clinical Governance Processes.
- Ensure that all complaints are managed effectively and within the parameters of the joint MSG/HSC complaints policy.
- Seek to actively reduce the number of formal complaints through early intervention with Service Users. This may be diffusing a situation, providing information that is lacking, organising solutions to problems or just providing a listening ear.
- To liaise with, and support managers and staff across the MSG, to ensure a seamless process for the management of concerns and complaints and a systematic process for learning and service improvement as a result of the complaint.
- Work with the MSG staff, nurses and consultants to ensure actions are identified and fed into the clinical governance committee meetings.
- Work collaboratively with staff and consultants to provide support with the preparation of action plans and update reports for the complaints manager.
- Liaise with the complaints staff within HSC as required and continue to build on the collaborative approach when responding to joint complaints.
- Provide help to service users, carers and families in accessing MSG complaints processes.
- As directed by the clinical governance manager to assist, when necessary, with the efficient running of the MSGs clinical governance processes.
- To work with the joint MSG/HSC clinical incident and complaints database (Ulysses) and integrate complaints handling within this software.

Relationships

The post holder will report and be responsible to the MSG Clinical Governance Manager and will be accountable to the Lead MSG Partner for Clinical Governance.

Main duties and responsibilities

Training and education

- To provide training and guidance in the dissemination of complaints/compliments processes and activities across the organisation.
- To promote and support health and social care professionals to recognise the need for and to recommend relevant resources and appropriate training and development.
- Develop and maintain systems to ensure that the MSG services are able to learn lessons from complaints in a process of continual improvement.
- To act as a mentor/preceptor/supervisor to learners within the governance setting.
- To maintain own continuing professional development needs.
- To undertake in-house annual mandatory training as directed by the CG manager.

Leadership/managerial

- To support staff working within MSG to be aware of the relevant organisational objectives, policies and procedures and the implications they have for their practice.
- To contribute to staff performance issues arising from governance activities and forward these to the responsible manager to address through appropriate channels.
- Identify relevant key performance targets and standards and ensure that the MSG meets with identified time frames.
- To contribute to the promotion of a positive learning culture which supports staff through change and development.
- To act as a professional role model for all staff, promoting high standards of practice and strong professional values.
- To assist MSG service managers in ensuring that clear systems of communication are developed between the complaints team and service teams and any work-related issues raised by the teams are addressed.
- Ensure that local/national changes concerning the complaints procedure are implemented.
- Prepare reports to the MSG Clinical Governance Committee meeting and/or the MSG Management Board when requested.
- Ensure that any trends and patterns which emerge from the complaints are shared appropriately.

Communication

- Co-ordinate all complaints made against the MSG, assisting and guiding clinicians, staff and managers in the management of their complaints and the implementation of changes to the service where indicated.
- Communicate with service users and relatives either face to face, by phone or e-mail to formulate an action plan and discuss the management of their complaint and offer advice on the process that will be followed and provide feedback at the end of the process as appropriate.
- Provide non-clinical advice to service users and relatives and be responsible for escalating a concern or complaint where patient safety appears to be at risk.
- Support the co-ordination and facilitation of meetings involving complaints and the MSG staff in conjunction with the relevant manager and MSG governance team.

- Develop and co-ordinate the production of supporting service user and staff information electronically.
- Promote an open, positive learning culture throughout the MSG.
- Develop and maintain strong links with the Governance Manager and Lead Clinical Governance Partner who can support and share learning derived from complaints throughout the services.
- To prepare complaints data for the MSG Clinical Governance Committee meeting and/or MSG management board and if requested for the HSC Quality Governance Committee.
- To ensure written paper and electronic communication complies with organisational and professional standards and also the Data Protection (Bailiwick of Guernsey) Law 2017.

Personal and people development

- To support service managers in the utilisation of the Ulysses data base for managing complaints.
- To support the promotion of an organisational culture that fosters active learning through effective commitment to service user safety.
- To communicate and share any learning identified through complaints, inspections, or investigations.
- To maintain own continuing professional development needs and prepare appropriately for your 6 monthly MSG performance and development review.
- To undertake in-house annual mandatory training.

Health, safety and security

- To support the development of an environment where the culture of safe working within a healthcare environment is present.
- To be aware of and able to access legal documents that relate to safe working within a healthcare environment.
- To have a good understanding of the Health and Safety at (Guernsey) Ordinance 1987.
- To be able to support the development and implementation of effective Risk Assessment tools for quality improvement and service user safety.
- To have a thorough knowledge of the incident reporting system within the MSG/HSC and its functions.
- To be able to identify training gaps within services in areas of health and safety.

Audit/information technology/research activity

- In conjunction with the Clinical Governance Manager, identify areas requiring audit.
- To provide leadership to utilise data from patient feedback, investigation reports and patient complaints to make changes in working practices.
- To search for quality contemporary evidence to ensure best practice is followed by all health and social care professionals working at the MSG.
- Record data and prepare reports identifying trends and lessons learned to support improvement in service delivery.
- Produce monthly governance/complaint reports as required.

- Identity and report on Key Performance Indicators (KPI's) for the complaints service and report on these as requested.
- With training, access organisational electronic information systems relevant to the role.

This post holder will be expected to develop the skills required to investigate complaints and undertake patient satisfaction surveys and report back to the MSG Clinical Governance Manager on the outcomes of these actions.

For applicants who are regulated health and social care professionals

Revalidation

- In accordance with States of Guernsey legislation and the HSC procedure; 'Registration of Health and Social Care Professionals (COR001)', MSG requires all regulated health and social care professionals it employs, or who are otherwise working for it, who are working in professions that are subject to statutory regulation, to hold effective registration with the appropriate regulating body.
- In maintaining registration, registrants must comply with any renewal or revalidation requirements set by their professional governing body.
- You must proactively manage all aspects of your Revalidation requirements including keeping and up-to-date portfolio and proactively seeking out opportunities for reflection, continuing education and professional growth. You must be proactive and cooperative in the appraisal and confirmer processes.
- You must assist colleagues with relevant aspects of their Revalidation. This includes but is not limited to teaching, providing support and opportunities for Facilitated Reflective Practice, participating in professional discussions and providing constructive feedback. Depending on your level of experience and seniority the organisation may also require you to act as a Confirmer.
- If you are unable to meet any aspect of your revalidation requirements or this element of the job description or require additional support, it is your responsibility to escalate this immediately to an appropriate senior colleague.

Applications and visits

Informal enquiries about the post are welcome and can be made via Vicky Tucker (Governance Manager) Vicky.Tucker@msg.gg, via Nathan Collenette (Business Partner – People and Organisation) Nathan.collenette@msg.gg or via our switchboard on 01481 238565.

Applications must be accompanied by a covering letter and CV and sent to recruit@msg.gg.

Closing date for applications is 18 July 2025.

Short listed candidates are encouraged to visit prior to interview.

Anticipated start date: October 2025, or sooner if available.

To find out more about The Medical Specialist Group LLP visit: www.msg.gg

To find out more about relocating to Guernsey visit: <https://www.locateguernsey.com>

The Medical Specialist Group LLP

Management and organisation structure

The senior office holders consist of the Chairperson, Lead Governance Partner and Lead Finance partner who together with the four Directorate Chairs and 2 consultant Partnership representatives form the Management Board.

There are four Directorates which include Adult Medicine (12 consultants), Anaesthetics (12 FTE Consultants), Surgery (15 Consultants) and Women and Child Health (12 Consultants).

The MSG employs clinical & support staff (88.74FTE) including senior management, surgical assistants, audiologists, nurses and administration staff supporting the directorate structure as well as in finance, IT, corporate and clinical governance, HR, facilities, medical records, reception and typing.

The income for the MSG comes primarily from the healthcare contract with the States (79%). The remaining balance is private earnings.

The Secondary Care Contract

The Medical Specialist Group LLP is a limited liability partnership established on the 1st January 2018 as a conversion from the Medical Specialist Group that previously functioned as a General Partnership for more than 25 years in Guernsey.

The MSG commenced a new contract with the States of Guernsey on the 1st January 2018 for the continued provision of secondary healthcare to the population of the Bailiwick of Guernsey. The Bailiwick of Guernsey has a population of approximately 65,000, which includes 2,000 in Alderney, 100 in Herm and 500 in Sark. The MSG works in close partnership with HSC and services are reviewed regularly. Patients are seen at the MSG premises and the PEH. Outpatient activity takes place mainly at the MSG and inpatient activity occurs at the PEH. Private patient facilities are offered on Victoria Ward at the PEH and at MSG premises.

The Emergency Department at the PEH is fully staffed with 3 Consultant Emergency Doctors and 8 Associate Specialists. The Emergency Department is run by HSC whereby patients are seen, investigated, treated and referred to the appropriate specialist in secondary care. There are 3 main GP practices in Guernsey and 1 in Alderney. GPs will refer patients to secondary care either electively or as an emergency. Secondary care services under the MSG are

provided in General Surgery, Urology, Orthopaedics, ENT, Ophthalmology, Adult Medicine, Anaesthetics, Paediatrics and Obstetrics & Gynaecology.

Other secondary healthcare services are provided directly by HSC such as Radiology, Psychiatry, Public Health and Pathology. There is scope for interventional radiology procedures on island. Specialties such as Haematological Oncology, Microbiology and some elements of Renal Medicine are provided by visiting specialists from UK tertiary centres that have a contract with HSC. There are also inpatient facilities at the Mignot Memorial Hospital in Alderney, which is managed by GP's.

Clinical Governance Requirements

The appointee will be expected to participate in all aspects of clinical governance and best practice standards. These include compliance with policies relating to healthcare associated infection and data protection. The post-holder will participate in regular clinical audit and review of outcomes, and work towards achieving local/national targets.

Both the MSG and HSC are committed to the clinical governance process and have a single Clinical Governance Committee.

General Conditions of Appointment

The appointee will be employed by the MSG under the terms of a Clinical Governance Officer.

This post benefits from 22 days annual leave.

All appointments are subject to the following checks;

- Identity
- Criminal record
- Essential qualifications
- Professional registration
- References

An Enhanced DBS check with Barred List (Child and Adult Workforce) will be obtained. Applicants are not entitled to withhold information about convictions (including 'spent' convictions or pending prosecutions) and failure to disclose such convictions could result in dismissal or disciplinary action by the MSG LLP. Any information provided will be completely confidential and considered only in relation to the relevant application.

Pay and benefits

- Generous salary and current local Guernsey income tax flat rate of 20%
- Private health insurance for yourself
- Pension scheme delivered by a long-established local pension specialist (up to 5% matched employer contribution)
- Life assurance scheme

- Income protection scheme
- Regulating body subscription cover
- Free car parking at both the MSG and PEH
- Wellbeing allowance of £300/annum (towards gym/better commute scheme etc)
- Training allowance
- 22 days per annum holiday entitlement, increasing with length of service. Entitlement is pro rata for part-time positions working less than 5 days per week.

Our Vision, Purpose and Values

Our Vision

Internationally recognised as a centre of excellence for clinical care.

Loved by the Guernsey community.

Our purpose and values

The needs of our patients come first, always.

With the patient at the centre of everything we do, we work as a multi-disciplinary team to relieve illness and improve health, providing the best possible care and experience.

We are committed to patient safety and clinical excellence in all we do.

We invest in our people so that we can achieve together the highest standards of clinical care and the best possible outcomes, justifying the trust our patients place in us.

We work as one team and treat each other with respect.

We value and respect each other, and we follow through on our promises. We create a compassionate environment. We follow the golden rule: treat people as we would like to be treated ourselves.

We value partnership.

We are fully integrated into our local community, and we actively seek opportunities to partner with government, other healthcare providers, patient groups, and businesses to improve healthcare and the quality of our patients' lives.

We focus on the long term.

We invest in the future and in our financial security, using our resources efficiently and always innovating to improve the patient experience. We are committed to sustainability and measure our progress in accordance with the UN Sustainable Development Goals.

Person specification

Essential

- Registered Health or Social Care professional
- Clinical healthcare experience
- Degree or formal qualification in a related field
- Excellent written, oral and electronic communication skills
- Ability to manage own work and achieve deadlines
- Knowledge of risk, governance and quality issues and the shared complaints policy
- Good IT skills including word, excel and power point
- Good presentation skills
- Ability to pull together lost of information from differing sources and develop a clear timeframe of events
- Ability to help write clear, concise responses to patient complaints
- Evidence of self and professional development and a portfolio of evidence to meet KSF criteria for the post
- The ability to manage challenging situations
- The ability to work with all levels of staff across the MSG and colleagues at HSC
- Professional approach to work with high standards
- Professional approach to Caldicott, data protection and confidentiality principles
- Enthusiastic
- Excellent communication skills
- Motivated
- Flexible approach to work
- Positive attitude
- Credible and trustworthy
- Dedicated and thorough
- Assertive and strong when being challenged
- Ability to work well in a small team
- A sense of humour
- Ability to multi-task
- Ability to learn and interpret guidelines across all areas relevant to investigations
- Willingness and ability to present information to a large range of professionals and accept challenges on the information presented

Desirable

- Experience of complaint management
- Understanding of the Ulysses incident reporting system

Last updated: 19 June 2025