

## Population Health Analyst

<b>Role title</b>	Population Health Analyst
<b>Location(s)</b>	The post holder will have an office base at Osprey Court in South Bristol but will be regularly required to work at GP practices across the Bristol, North Somerset and South Gloucestershire.
<b>Terms and conditions</b>	The post holder will be employed by One Care (BNSSG) C.I.C
<b>Salary</b>	Pay band E - F £31,633 – £36,723 depending on experience
<b>Contract</b>	Permanent 37.5 hours full time (part time/flexible working options considered)
<b>Background</b>	<p>One Care is the GP federation that represents and supports practices in Bristol, North Somerset and South Gloucestershire (BNSSG). Established in 2014, we have 77 member practices and 19 Primary Care Networks (PCNs) across the area who provide healthcare for around 1 million patients. Our vision is to enable general practice to survive and thrive. We are a Community Interest Company, focused on delivering benefit for our practices.</p> <p>We offer direct support to practices with many different aspects of running their day-to-day businesses through our Practice Support Team. We also support practices to work at scale at PCN, locality and BNSSG-level, holding contracts on their behalf as required and offering relevant expertise in areas such as digital, analytics and communications. We work closely with our practices to amplify their voices in discussions and decisions about the delivery of healthcare in our area.</p> <p>PCNs have a key role in the integration of health and social care services and delivering improved care for patients, as set out in the NHS Long Term Plan. To develop and strengthen their network, PCN clinical leaders and managers are increasingly being asked to think more strategically and work in ways that require different skills sets.</p> <p>Alongside ensuring the effective management and delivery of contracts and services at scale, clinical leaders and managers must ensure their services and workforce reflect the needs of their population, reduce health inequalities and are aligned with wider national and local priorities.</p> <p>There is a system commitment to embed population health management (PHM) as a core enabler in building our combined system strategy as an integrated care system (ICS). The post holder will be required to provide support by generating, analysing, interpreting and presenting analytical outputs.</p>

<b>Job profile</b>	<p>The postholder will provide intelligence services to PCNs and their practices. Using a range of analytical techniques and research methods, the post-holder will monitor and evaluate the delivery of services and assess population health needs to support strategic decision making.</p> <p>The postholder will be part of the One Care Business Intelligence team and work closely with PCN clinical leaders and managers, and system partners.</p> <p>The postholder will be supervised by the Head of Business Intelligence and work closely with clinical leaders and managers, and system partners across BNSSG on different projects.</p> <p>They will be responsible for a range of different projects, working with different external stakeholders (clinicians, care professionals and other analysts), to deliver analytic tools that are of a high quality and can be used to improve patient care</p> <p>The postholder will need to work proactively, to develop strong working relationships internally and externally and will need to be a very capable communicator, in order to represent the One Care and provide expert analytical input.</p>
<b>Responsible to</b>	Head of Business Intelligence
<b>Accountable to</b>	Chief Operating Officer
<b>Key Objectives</b>	<ul style="list-style-type: none"> <li>• Assess the needs of the local population to identify cohorts that would benefit from targeted, proactive support.</li> <li>• Support PCNs to effectively develop and strengthen their network and ensure their offer matches local patient need.</li> <li>• Develop strong and robust relationships with internal and external stakeholders and clients, including clinicians, care professionals, , and public health specialists.</li> <li>• Liaise with and support PCN practices to ensure the effective management and delivery of contracts and services undertaken by PCN.</li> <li>• Collate and present information with accuracy, within required time frames, and ensuring it is fit for purpose at all times.</li> <li>• Provide relevant and timely specialist advice and guidance to clinicians and managers.</li> <li>• To design and implement automated tools using coding languages such as SQL and R for use in data processing, auditing, and ad hoc reporting requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Explore and visualise data to present in an intelligent and meaningful way to both technical and non-technical audiences</li> <li>• Co-create tools, information and methods of working together with PCN and ICS representatives.</li> <li>• Assess and improve data quality assurance processes that support analytics and digital workstreams.</li> <li>• Identifying, utilising and interpreting existing relevant local and national data sets and reports.</li> <li>• Ensure data security implementation both internally and externally for both data publication and direct database access.</li> <li>• To identify gaps in data provision and reporting mechanisms and conduct work to address them.</li> <li>• Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.</li> <li>• Support and facilitate stakeholder events and workshops</li> <li>• Undertaking continuing personal and professional development to meet the changing demands of the job</li> </ul>
<p><b>General duties:</b></p>	<p>Actively promotes and lives the OC values on a day-to-day basis including the One Care has adopted the Nolan principles of public life and all staff should demonstrate personally and develop a culture that is characterised by selflessness, integrity, objectivity, accountability, openness and honesty.</p> <ul style="list-style-type: none"> <li>• Communicate and provides highly complex information to a wide range of internal and external stakeholders. (Verbal, written and numerical)</li> <li>• Maintain highest standards of honesty, integrity, consistent attendance, punctuality, personal appearance and treat everyone as you would wish to be treated.</li> <li>• To attend all statutory and mandatory training courses specific to this role and to adhere to relevant health and safety procedures</li> <li>• To be available for staff meetings, team meetings and meetings with managers</li> <li>• To have a good understanding of and follow company policies and procedures</li> <li>• Establish and maintain effective working relationships with co-workers and with all stakeholders including members of the general public.</li> <li>• To summarise information to support staff performance and development reviews with line managers</li> <li>• To meet regularly with the line manager to discuss objectives, delivery and manage any issues as well as attend performance and development reviews</li> </ul>

	<ul style="list-style-type: none"> <li>• Be an excellent ambassador for the organisation in all external dealings</li> <li>• The post holder may be required to work additional hours to cover holidays and sickness</li> <li>• To carry out other appropriate delegated duties as required</li> </ul>
<b>Key working relationships:</b>	<p>Internal</p> <ul style="list-style-type: none"> <li>• Senior digital consultants</li> <li>• Practice Support Team</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Population Health Management Programme team</li> <li>• BNSSG Population Health Management Academy</li> <li>• PCN managers</li> <li>• PCN clinical directors</li> <li>• Locality leads</li> <li>• BNSSG CCG BI team</li> </ul>

### **Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager

### **Confidentiality**

- Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients, business organisations and their staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practices as business organisations. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practices, GP Care or BrisDoc may only be divulged to authorised persons in accordance with programme procedures relating to confidentiality and the protection of personal and sensitive data

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with organisational procedures and policies, and current legislation  
Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

### **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

### **Environment**

The postholder needs to be aware of the programme's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

### **Smoking**

Smoking will not be tolerated inside any One Care building or vehicle.

### **Rehabilitation of Offenders Act**

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

## PERSON SPECIFICATION

QUALIFICATIONS		
Criteria	Requirement	Measurement/Testing Method
Educated to degree-level standard in a relevant subject	Essential	Application
Specialist Post-graduate (Masters) level knowledge/experience	Desirable	Application
Knowledge of information governance requirements	Essential	Application and Interview

KNOWLEDGE, EXPERIENCE AND SKILL		
Criteria	Requirement	Measurement/Testing Method
Experienced user of Tableau or PowerBI	Essential	Application and Interview
Experience with SQL Server and database processing	Essential	Application and Interview
Experience coding and reporting with R and R Markdown	Essential	Application and Interview
Strong data analysis, interpretation and visualization skills	Essential	Application and Interview
Experience in a Healthcare environment	Desirable	Application and Interview
Experience in geographic analysis and mapping	Desirable	Application and Interview
Able to conduct benchmarking analysis to highlight variation	Desirable	Application and Interview
Ability to communicate effectively to both technical and non-technical audiences	Essential	Application and Interview
Knowledge of statistical methodologies and techniques	Essential	Application and Interview
Experience of multi-disciplinary collaborative team working	Essential	Application and Interview
Knowledge of Data Protection and Information Governance Regulations	Desirable	Application and Interview
Delivery focused with innovative approach, the ability to solve problems and implement action plans.	Desirable	Application and Interview
Ability to work under pressure and plan/prioritise workload	Essential	Application and Interview
Experience in the design, development and oversight of NHS projects	Essential	Application and Interview

<b>PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES</b>		
<b>Criteria</b>	<b>Requirements</b>	<b>Measurement/Testing Method</b>
Motivated by the provision of high-quality patient care	Essential	Interview
Ability to work independently and as part of a team	Essential	Interview
Motivated by a drive for improvement at all times	Essential	Interview
Positive attitude towards innovation and change. Adaptable and able to respond to a changing situation.	Essential	Interview
A strong sense of self awareness and how personal style affects the way colleagues react	Essential	Interview
Able to manage detailed plans and retain large volume of diverse information.	Essential	Interview