

Professional Clinical Advisers to Scotland's Ombudsman

What is the role of the Scottish Public Services Ombudsman (SPSO)?

The **Scottish Public Services Ombudsman** investigates NHS complaints that have been through the NHS complaints process and remain unresolved. As well as looking at complaints about the service provided by the NHS, we can look into complaints about clinical treatment. Complaints about the NHS often involves other issues; for example the way care was received, a concern about dignity or compassion or lack of information or involvement from patients, relatives and carers.

What is the role of the Professional Advisers?

The SPSO is seeking a number of additional **Professional Advisers** to provide verbal and written advice to the Ombudsman and his investigating staff. You will comment on cases being reviewed and ensure findings and conclusions contained in reports are consistent and based on a good and contemporary understanding of clinical issues. You may also be invited to provide support and development to our staff and to represent the Ombudsman's office externally.

What are the benefits to me and my organisation?

This role will provide you with an excellent opportunity for personal and professional development. You will contribute to the wider learning and improvement of the NHS in Scotland, by influencing national strategy and policy. Your organisation will also benefit from your expertise, knowledge and skills about listening, learning and resolving complaints.

We are seeking clinicians in the following areas of clinical practice:-

- **General surgery**
- **Orthopaedics**
- **Urology**
- **Vascular**
- **Gynaecology and obstetrics**
- **Midwifery**
- **Paediatrics**
- **Radiology**
- **Paramedic**
- **Emergency medicine**
- **General medicine and medicine of the elderly, respiratory, cardiology, gastro-intestinal, endocrinology, neurology, renal, haematology and dermatology**
- **Oncology**
- **Dental**
- **Nursing – acute, community and mental health nursing**
- **Physiotherapy**
- **Audiology**
- **Podiatry**

What experience and skills are required?

We are seeking healthcare professionals who are in current practice and registered with the appropriate regulatory body. We value people who are able to analyse conflicting information, present information in an easy to understand and logical manner and

demonstrate balanced judgement, empathy, fairness and impartiality. In addition we are looking for people who

- have specific expertise in their area of practice. For doctors this would normally include consultants and/or doctors in leadership positions such as Clinical Directors or Associate Medical Directors. For other healthcare staff, you would be expected to be working at a senior or national level and be educated to degree level.

The posts are on a contract for services basis (ranging from 1-2 days per month to 1-2 cases per year depending on case volumes) for a 6-month period, with the potential to re-new the contract at the end of the period. The posts attract a remuneration fee plus necessary expenses.

Would you like to find out more about the role?

We are holding three **open evenings** to provide further information and give you the opportunity to meet the team. These sessions are being held on **12th and 21st December and 5th January 2017** at SPSO offices from 6 – 8pm. Please book your place by emailing Stacy Forsyth Stacy.Forsyth@spsso.gsi.gov.uk For informal discussions please email Dr Dorothy Armstrong, Professional Adviser at darmstrong@spsso.org.uk
Interviews will be held late January and early February 2017.

The application pack will be available from 23rd December 2016, at the following link www.spsso.org.uk/working-us

For further information about SPSO and NHS complaints, please go to our website <http://www.spsso.org.uk/>

The closing date is **12th January 2017 at 5pm.**