

# What is Professionalism? The perspectives of the medical manager

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# Medical Director

As Medical Director for the Surgery Health Group you will be accountable for leading the Health Group across all domains of activity including governance, performance and finance, people management, teaching and education and research and innovation. With responsibility for a budget of £130m budget and c2000 staff, you will lead and directly line manage the Health Group triumvirate.

- 5 clinical Health Groups
- Surgery
  - 168 consultants
  - 223 junior doctors
- Leader of management team
  - Nursing
  - Ops
  - Finance
  - HR

# Leadership

# Credibility

# Maintain clinical practice

# Internal commitments

- Communication
- Informal management of doctors
- Formal management of doctors - MHPS
  - Case manager
  - Disciplinary panels



# Conflict management

# External commitments

- CCGs/LMC
- Regional clinical programmes – STP, Clinical Senate
- GMC
- Coroner
- Claims
- GIRFT
- IRM

# What is professionalism?

- Demeanour
- Reliability
- Responsible conduct
- Competence
- Ethics

- Be respectful
- Listen
- Be fair
- Be honest
- Take ownership of the problem

# Approaching a difficult situation

- Talk to your colleagues
- Be absolutely sure to have the facts, and be assured that they are true
- Be open and honest
- Be careful about adopting a defensive position
- Be contrite when necessary

We are all role models,  
whether we intend to be or not

