

## **CWM TAF MORGANNWG UNIVERSITY HEALTH BOARD**

### **JOB DESCRIPTION**

<b>POST:</b>	<b>CONSULTANT in MEDICINE, DIABETES, ENDOCRINOLOGY and METABOLISM</b>
<b>HOURS:</b>	<b>PERMANENT CONTRACT</b>
<b>DIRECTORATE:</b>	<b>MEDICINE</b>
<b>BASE:</b>	<b>ROYAL GLAMORGAN HOSPITAL, LLANTRISANT</b>

### **1. THE HEALTH BOARD**

The Health Board was formally established on 1<sup>st</sup> April 2019 with the combination of the former Cwm Taf University Health Board and the Princess of Wales Hospital, Bridgend, which was previously a part of neighbouring Abertawe Bro Morgannwg University Health Board. The new Health Board, following these boundary changes, is now known as Cwm Taf Morgannwg University Health Board (CTM UHB).

In total the Cwm Taf Morgannwg University Health Board currently employs almost 12,000 staff across three District General Hospital sites – Prince Charles which opened in 1978, Princess of Wales which opened in 1985 and Royal Glamorgan Hospital which opened in 1999, and five smaller community hospitals and has an operating income in excess of £900 million.

The Cwm Taf Morgannwg University Health Board currently provides services to approximately 500,000 people. The Health Board primarily serves the residents of Bridgend, Merthyr Tydfil, and Rhondda Cynon Taf as well as residents of North Cardiff, parts of the Rhymney Valley, South Powys and other adjacent health communities.

## **2. HOSPITALS WHERE SERVICES ARE PROVIDED**

### **The three main District General Hospitals:**

**2.1 Prince Charles Hospital** in Merthyr Tydfil has 406 beds and provides acute emergency and elective medical and surgical services, Intensive Care and Coronary Care; consultant-led obstetric services with Special Care Baby Unit, inpatient consultant-led paediatric medicine and has a busy Accident and Emergency unit. There are seven operating theatres. The hospital also provides sub-regional oral and maxillofacial services, a full range of locally provided and visiting specialist outpatient services and has an extensive range of diagnostic services and facilities. The radiology department and the hospital is close to being filmless with digital images and reports available to clinicians across the site. Clinical staff residences are located on this site.

**2.2 The Princess of Wales Hospital** is located on the outskirts of Bridgend and provides a comprehensive range of acute surgery and medicine for patients of all ages, including inpatient, outpatient and day services. The above services are offered within facilities which include: Emergency Department, emergency and planned surgery; emergency medicine; gynaecology, obstetrics and neonatal unit; paediatric services; acute mental health care (Coity Clinic); main operating theatres and a purpose-built Day Surgery unit; and ophthalmology unit. The hospital also has an Intensive Care/High Dependency Unit; Coronary Care beds; a short stay unit; and full range of diagnostic and support services; a palliative care centre; private clinic/in-patient facilities and a discharge lounge.

As well as providing acute services, certain specialist services are provided to a much wider catchment population e.g., the Pulsed Dye Laser and Cochlear Implant Programme are available for patients much further afield.

**2.3 The Royal Glamorgan Hospital**, near Llantrisant has 570 beds and provides a comprehensive range of in-patient, day case and outpatient facilities together with Accident and Emergency and Diagnostic facilities. The Acute Mental Health Unit and the newly opened MacMillan specialist palliative care unit are also based on the Royal Glamorgan site. There are a range of Critical Care services including Intensive Care Unit, a High Dependency Unit and Coronary Care Unit. There are also ten operating theatres. It is a centre of excellence for acute medicine, with average daily medical admissions of 30-35 patients being managed by the acute medicine team with sub-

specialty input, Monday to Friday. The acute on call service, including daily post take ward rounds, is managed at the weekends by the sub-specialist Consultants on a 1:19 individual rota. It has a state of the art diagnostic hub, and the Welsh Governments South Wales Programme designated the Royal Glamorgan site as a beacon site for medicine. State of the art facilities are also provided within the Radiology Department and the hospital is close to being filmless with digital images and reports available to clinicians across the site. The Pathology service is also modern and well-staffed using specialist equipment. Modern innovations have been introduced to enable authorised results to be viewed on computer screens in all wards and clinics. Gwaun Elai Medical Park, adjacent to Royal Glamorgan site, was developed in 2022 and now hosts the Health Board wide breast cancer service (Snowdrop centre); the Diabetes, Endocrinology and Metabolism department (Hummingbird centre) and the Cwm Taf Morgannwg University Health Board innovation and quality improvement teams.

### **3. COMMUNITY HOSPITALS**

**3.1 Dewi Sant Health Park** - a £10 million pound investment in 2019 has enabled the transformation of Dewi Sant Hospital in Pontypridd into the Health Park, bringing together a range of health and social services under one roof, including a GP surgery, dentistry, mental health and substance misuse services, in addition to a newly refurbished diagnostic radiology suite.

**3.2 Ysbyty Cwm Cynon** is a new £70 million purpose-built community hospital providing integrated community and intermediate care services to the population of Merthyr Tydfil and the Cynon Valley and is situated in Mountain Ash. The intermediate care services in the hospital are run by the locality team and the Health Board consultants and associate specialists. There are 100 in-patient intermediate care beds provided from four 25 bedded wards. Patients admitted for rehabilitation are usually transferred from Prince Charles Hospital following initial assessment and management of their acute illness. A small percentage of patients are admitted directly from the community through agreement between the consultant physician in care of the elderly and bed management.

In addition, there is an 8 bedded Specialist Palliative Care ward and a 16 bedded ward which undertakes the continuing assessment of older person's mental health. In addition to these wards there are day rooms, day centres, various outpatient clinics, a range of therapy and diagnostic services, a minor injuries department, an out of hours primary care centre, maternity services and a range of community teams.

**3.3 Ysbyty Cwm Rhondda** comprises of 108 beds for medical and surgical rehabilitation, continuing care and respite care. There are 4 Specialist Palliative Care beds transferred from Ysbyty George Thomas. A specialist stroke service has been established on this site. A minor injuries unit provides local access to emergency treatment. A comprehensive out-patient service is on site, supported by diagnostic and pharmacy services. This is the main focus for Community Hospital Services for the Rhondda Fawr and Rhondda Fach.

The hospital concentrates upon rehabilitation care and also provides a range of general and specialist in-patient and out-patient care.

Patients admitted for rehabilitation are usually transferred from Royal Glamorgan Hospital following initial assessment and management of their acute illness. A small percentage of patients are directly admitted from the community through agreement between the Consultant Physician in Care of the Elderly and bed management.

There is a full out-patient department utilised by most medical and surgical specialties with an attached daytime accident unit, x-ray and ultrasound facility and a small pathology department. The Primary Care Centre is also attached to the hospital providing GP Out of Hours Service and various other Primary Care Clinics.

**3.4 Ysbyty George Thomas** in Treorchy comprises of 47 beds which currently provides for the care of the elderly patients with mental health problems and 25 GP medical beds. Open access physiotherapy and occupational therapy for inpatients is also available on this site.

#### **BASE HOSPITAL:**

The holder of this post will be based at the Royal Glamorgan Hospital, but they also may be required to work at any of the Health Board premises.

#### **4. THE DEPARTMENT OF DIABETES, ENDOCRINOLOGY & METABOLISM**

The Diabetes, Endocrinology and Metabolism service at the Royal Glamorgan Hospital is currently being delivered by 4.2 WTE Consultants. The team also comprises of 2 Speciality (D&E) trainees, 1 Speciality Doctor, 1 Internal medicine (stage 1) trainee, and 1 Foundation trainee. The team is also supported by highly skilled Diabetes specialist nurses, a specialist diabetes dietician and podiatrists.

The department has a strong reputation in education, training junior doctors of all levels and recruitment to the Wales Diabetes, Endocrinology and Metabolism training scheme. Department Consultants hold International, National and local roles in Education and Quality Improvement.

The department offers a wide range of diabetes, endocrine and metabolic services. Clinics are held at the Hummingbird Centre in Gwaun Ely Health Park and at Ysbyty Cwm Rhondda Hospital.

The principal services offered within the department are: general endocrinology, thyroid cancer, Type 1 and Type 2 diabetes services, adolescent diabetes, antenatal diabetes and pre-conception clinics, diabetes foot clinic (emergency, complex, multidisciplinary), insulin pump (including MDT) clinic, Paediatric diabetes handover and young adult clinics, Lipid clinics, hot (emergency) clinics and also hosts retinopathy screening by Diabetes Eye Screening Wales service. In addition the department runs nurse led clinics for urgent reviews and virtual clinics for patients on insulin pumps. Face to face DAFNE training courses are offered in the department 8 times per year as well as DAFNE refresher courses and virtual online DAFNE. The multi-disciplinary diabetes service is now paperless with the introduction of WISDM (Welsh Information System for Diabetes Management).

The department has established close links with General Practice such that all practices in Cwm Taf South (Rhondda and Taf-Ely) have a dedicated Consultant who will undertake regular clinics within the practice, provide them with individualised email and telephone advice as and when required, and field all new referrals from their associated practices. The department also works closely with the community DSN team and has established regular multi-disciplinary meetings to discuss the management of complex community based cases and facilitate supportive hospital discharge.

This innovative department has plans to further transform local services, starting with specialist support for other key areas of metabolic medicine, in particular the Cwm Taf Morgannwg University Health Board wide weight management service. The post will support this development, and the post holder will have the majority of their outpatient clinic commitments in the Hummingbird Centre, with inpatient commitments based at the Royal Glamorgan Hospital.

The department offers dynamic function testing for the evaluation of endocrine conditions in the Medical day unit, which is also utilized for intravenous therapy and for review of urgent patients.

The department works in close liaison with the tertiary centre at the University Hospital of Wales. Department staff regularly contribute to tertiary clinics held at the University Hospital of Wales, and attend the Endocrine multi-disciplinary team (pituitary and neuro-endocrine) meetings.

## **5. MANAGEMENT STRUCTURE AND CONSULTANT COLLEAGUES**

The management structure is as follows:

Dr Rob Martin	Clinical Director Medicine and A&E / Consultant Physician with an interest in Care of the Elderly Medicine
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Mr Steffan Gwynne	Directorate Manager
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Mrs Jennifer Proctor	Head of Nursing Royal Glamorgan Hospital
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### **Medicine Directorate Consultant list at Royal Glamorgan Hospital:**

Dr L Ala, Acute Medicine

Dr J Awad, Acute Medicine

Dr C Burford, Acute Medicine

Dr N Conway, Acute Medicine

Dr C Hodcroft, Acute Medicine

Dr K Speed, Acute Medicine

Dr N Rathbone, Acute Medicine

Dr E Tabiowo, Acute Medicine

Dr R Bleasdale, Cardiology

Dr G Ellis, Cardiology

Dr M Hanra, Cardiology

Dr J Huish, Cardiology

Dr R Mitra, Cardiology

Dr C Williams, Cardiology

Dr S Bagguley, Care of the Elderly

Dr R Biswas, Care of the Elderly

Dr J Bolt, Care of the Elderly

Dr R Martin, Care of the Elderly

Dr A Parbhoo, Care of the Elderly

Dr C Aldridge, Dermatology

Dr L El-Dars, Dermatology

Dr J Martin, Dermatology

Dr C Thomas, Dermatology

**Dr P Evans, Diabetes, Endocrinology and Metabolism**

**Professor A Kalhan, Diabetes, Endocrinology and Metabolism**

**Dr H Lane, Diabetes, Endocrinology and Metabolism**

**Dr N Light, Diabetes, Endocrinology and Metabolism**

**Dr P Owen, Diabetes, Endocrinology and Metabolism**

Dr J Berrill, Gastroenterology

D N Hawkes, Gastroenterology

Dr J Hurley, Gastroenterology

Dr B Lee, Gastroenterology

Dr M Patel, Gastroenterology

Dr D Samuel, Gastroenterology

Dr S Price, General Internal Medicine

Dr H Ezmigna, Haematology

Dr A Benjamin, Respiratory

Dr S Eccles, Respiratory

Dr A Lewis, Respiratory

Dr S Saha, Respiratory

Professor R Goodfellow, Rheumatology

Dr C Rhys-Dillon, Rheumatology

Dr R Martin, Sports and Exercise medicine

**Visiting specialists:**

Dr N Junglee, Nephrology

Dr V Ravindran, Nephrology

Dr A Johnston, Neurology

Professor N Roberston, Neurology

**Secretarial Support and Accommodation**

Office accommodation including IT facilities, and dedicated secretarial support will be provided.

## DESCRIPTION OF THE POST

### 6. PROVISIONAL WORK PROGRAMME/JOB PLAN

The hours to be worked in this post will conform to the requirements of the Wales Contract. This post will be included in the Job Plan Review exercise currently being undertaken by the Health Board in line with the agreed implementation procedure for the amended Consultant Contract in Wales. The Health board offers a mentoring scheme for Consultants, involving a Consultant external to the department mentoring the new post holder in a pastoral sense.

The new consultant will undertake ward work alongside consultant colleagues. Each consultant will work 2 weeks on the wards (with 2 clinics) also contributing to the acute medical intake, followed by 6 weeks off the wards (with 4 clinics). They will contribute to the acute general medical on call rota, including post take ward rounds, at the weekend on a 1:19 frequency. There is currently no weekday on-call commitment in the Royal Glamorgan Hospital. Over the year this equates to an average 10-session contract.

The proposed weekly timetable for 10 sessions (subject to further amendment and monitoring under amended consultant contract arrangements):

**Job Plan – on wards**

Time	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Ward round	Patient Related Administration	Supporting Professional Activity	Ward round	OPD
PM	Supporting professional Activity	OPD	Board round	MDT / Community	Supporting Professional Activity

**N.B. The timetable includes an allowance of 0.2 sessions each week for on call commitments. This includes Patient Related Administration related to the on-call. Time in lieu will be available where clinical activities have breached the contracted job plan**



### Job Plan – off wards

Time	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Supporting Professional Activity	Patient Related Administration	Supporting Professional Activity	Patient Related Administration	OPD
PM	OPD	OPD	OPD	MDT / Community	Supporting Professional Activity

**N.B. The timetable includes an allowance of 0.2 sessions each week for on call commitments. This includes Patient Related Administration related to the on-call. Time in lieu will be available where clinical activities have breached the contracted job plan**

The timing of clinics and specific activities may change depending on the postholder, and on their ward cover duties. The Job Plan will be the subject of annual (or more frequent if necessary) discussion between the successful incumbent and the Clinical Director for Medicine and A&E.

**Visiting the department and enquiries about the job should be arranged with:**

- a) **Dr Philip Evans** [Secretary's number: 01443 443594]
- b) **Professor Atul Kalhan** [Secretary's number: 01443 444835]
- c) **Dr Natasha Light** [Secretary's number: 01443 444969]
- d) **Dr Penelope Owen** [Secretary's number: 01443 443595]

#### **7. MAIN DUTIES AND RESPONSIBILITIES OF THIS POST**

- The successful candidate will be primarily based at the Royal Glamorgan Hospital
- Diabetes, Endocrinology and Metabolism will be the primary specialty for the post holder. The appointee will have joint responsibility, with the current members of the Diabetes, Endocrinology and Metabolism team, for the provision of a consultant led and delivered service

- The appointee will:
  - cover inpatient medical wards at the Royal Glamorgan Hospital with responsibility for up to 20-25 inpatients. Average medical intake of 30-35 patients in 24 hours
  - undertake Diabetes, Endocrinology and Metabolism specialist clinics with a template of 2 new and 8 follow up patients or equivalent
  - participate in the acute general medical on call rota, including post take ward rounds, at the weekend on a 1:19 frequency. There is currently no weekday on-call commitment in the Royal Glamorgan Hospital
  - provide dedicated consultant support for your allocated GP practices which will include email and telephone support, and regular clinics when not on ward cover
  - in liaison with consultant colleagues, have responsibility for the proper functioning of the department in line with any Health Board operational / strategic plan(s) (as amended from time to time)
  - be expected to make a significant contribution to the directorate business planning process through active participation in the clinical directorate structure
  - be responsible for carrying out teaching, training and accreditation duties as required. He/she will contribute and participate in undergraduate, postgraduate and continuing medical education activity, locally and nationally
  - provide clinical leadership and supervision to the dietetic, podiatry, nursing, and support staff within the team
  - provide advice to Trust managers, local General Practitioners and other interested parties, on the provision, planning and development of medical services
  - promote a culture and work in a multidisciplinary environment
  - participate in medical audit, the Trust's Clinical Governance processes and in CPD – attendance at audit and other governance meetings
  - provide educational, clinical and professional supervision of junior medical staff
  - participate in departmental journal club meetings, teaching sessions, and grand rounds and will contribute to local, regional and national audits
  - be encouraged to contribute posters and presentations in National and International meetings and also publish widely in well acclaimed peer reviewed journals

- participate in the recruitment of junior medical staff and staff of other disciplines as appropriate. To assist the Human Resources Department to follow the local and National employment policies and procedures
- undertake all work in accordance with the Health Board's procedures and operating policies
- conduct clinical practice in accordance with contractual requirements and within the parameters of the Directorates and Health Board's service plans
- maintain the confidence of business plans and development strategies formulated for the specialty, the directorate and Health Board
- be familiar with and actively promote adherence to the regulatory framework including NICE and National Service Framework Guidance and to actively promote professional standards "The Duties of a Doctor"
- undertake all work in accordance with the Health Board's procedures and operating policies
- be involved in and actively manage complaints and any medico legal claims in their area of practice, management of serious incidents and responsibility for sharing any organizational learning from these
- monitor and respond to measures of patient experience
- work actively to reduce unintended harm to patients
- adhere to the Health Board's Clinical Incident Policy
- attend accredited conferences and meetings to update personal level of clinical practice, teaching and management skills in line with CME requirements
- participate in an annual Job Planning Review process, the Health Board's Annual Appraisal process and the GMC's Revalidation process
- attend weekly medical directorate clinical meetings, and the monthly Medical Directorate management meeting
- provide medical information for the development of systems appropriate for Health Board needs
- work within the financial and other restraints decided upon by the Health Board. Additional expenses of any kind will not be committed without the approval of the appropriate manager/budget holder

- co-operate with local management in the efficient running of services and an expectation to share with consultant colleagues in the medical contribution to management. In addition, it should be noted that a system of Clinical Directorship is in operation and close liaison with appropriate colleagues will be required
  - ensure that arrangements are in place for adequate medical staff to be available in relation to the treatment and care of patients
  - observe the rules, policies, procedures and standards of Cwm Taf Health Board together with all relevant statutory and professional obligations
  - observe and maintain strict confidentiality of personal information relating to patients and staff
  - be responsible, with management support, for their own personal development and to actively contribute to the development of colleagues
- This job description will be regularly reviewed. It is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time. The post holder should be flexible and be aware that this description will be subject to review
  - The post holder has a general duty of care for their own health, safety and wellbeing and that of work colleagues, visitors and patients within the hospital. This statutory duty is in addition to any specific risk management or clinical governance accountabilities associated with the post

## **8. Contract**

The terms and conditions of service including pay which apply to the post are determined by the Health Board who at present take into account the National agreements reached by the General and Hospital Medical and Dental Staff (England and Wales) Whitley Councils and any changes to those conditions which the Secretary of State for Wales may authorise from time to time. Copies of the General and Hospital Medical and Dental Staff (England and Wales) Whitley Council agreements are available for you to inspect in the Personnel Directorate.

## **9. Allocation of Annual Leave**

As per policy

## **10. Study Leave & Training**

10 days in 1 year

Will receive support to achieve their CPD as part of their PDP and as part of their annual appraisal [and as determined by the needs of the clinical service].

## **11. Library Facilities**

Royal Glamorgan Hospital

## **12. Health**

This post involves exposure prone procedures\* as defined in PSM (93) 12. Applicants must therefore demonstrate either:

- i) Proof of immunity to Hepatitis B or:
- ii) If not immune to Hepatitis B, evidence that they are not Hepatitis B, i.e, antigen positive

This evidence must be current; i.e. must have been obtained in the last six months. (\*Exposure prone procedures are those where there is a risk that injury to the worker may result in the exposure of the patients' open tissues to the blood of the worker. These procedures include those where the worker's gloved hands may be in contact with sharp instruments, needle tips and sharp tissues (spicules of bone or teeth) inside a patients' open body cavity or confined anatomical space where the hands or fingertips may not be visible at all times.)

The successful candidate will not be permitted to commence employment until a full medical examination has been completed with a satisfactory - result or the Occupational Health Physician has satisfied him/herself that a full examination is not necessary.

## **13. Job Limitation**

You must be aware of your Terms & Conditions of Service (read your statement of appointment). You have the right to discuss any professional concerns with the Medical Director confidentially. Staff have a responsibility to access Occupational Health and other support in times of need and advice. The nature of the work of this post is exempt from the provisions of section 4 (2) of the

Rehabilitation of Offenders Act 1974 (Exemption Order 1975). Applicants are therefore not entitled to withhold information about convictions under the act and in the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action by the Health Board. Any information given will be completely confidential and will be considered only in relation to any application for positions to which the order applies. The post is subject to satisfactory criminal record disclosure check as well as health clearance.

#### **14. RISK ASSESSMENT CRITERIA**

- At no time should you work at a level outside your level of competence. If you have concern regarding this, please discuss immediately with your line manager/supervisor. All staff therefore have a responsibility to inform those supervising their duties if they do not feel competent to perform a duty / task
- You must be aware of your Terms and Conditions of Service [read your statement of main Terms and Conditions]
- If relevant to your role, access advice and support from appropriately qualified persons in respect of on-site, on-call and call in arrangements
- Staff have a responsibility to access Occupational Health and other support for advice in times of need

#### **15. RISK MANAGEMENT/HEALTH & SAFETY**

The Health Board is committed to protect its staff, patient's assets and reputation through an effective risk management process. The post holder will be required to comply with the Health Boards Health & Safety Policy and actively participate in this process and have responsibility for managing risks and reporting exceptions.

## PERSON SPECIFICATION – Consultant Diabetes, Endocrinology and Metabolism

FACTORS REQUIRED	ESSENTIAL	DESIRABLE	ASSESSED BY
<b>1. Knowledge, personal skills and abilities</b>	<p>Good organisational and communication skills (both written and verbal)</p> <p>Problem solving skills</p> <p>Proven ability to work under pressure</p> <p>Commitment to teamwork and pursuit of the corporate agenda of the employer</p> <p>Understanding of management priorities within the NHS</p> <p>Experience of and participation in clinical audit</p> <p>Proven clinical ability to a high standard</p> <p>Experience of developing and participating in teaching programmes for trainees and medical students</p>	<p>Understanding of budget management and leadership skills</p> <p>Ability to produce and implement guidelines / protocols based on evidence-based practice</p> <p>Publication(s) in professional journals</p> <p>Evidence of papers presented at national/ international meetings</p> <p>Sub–specialisation and special interests within Diabetes, Endocrinology and Metabolism</p> <p>Proven leadership qualities in previous posts</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

<b>2. Education/ Qualifications and training</b>	<p>Full GMC registration and license to practise in UK</p> <p>Entry on GMC Specialist Register; eligible for entry on Register or within 6 months of receipt of Certificate of Completion of Training (CCT) in Diabetes and Endocrinology and General Internal Medicine (GIM) or Entry to the GMC Specialist Register via the Certificate of Eligibility for Specialist Registration (CESR).</p> <p>Possession of MRCP (UK) or equivalent qualification</p>	<p>An appropriate higher degree, (e.g. MD, PhD or equivalent)</p> <p>SCE in Diabetes and Endocrinology</p>	<p>Application Form</p> <p>Interview</p> <p>Production of Evidence (Certificates etc.)</p>
<b>3. Experience</b>	<p>Extensive, current experience &amp; training in Diabetes and Endocrinology</p> <p>Working knowledge / experience of the NHS</p>	<p>Previous experience as a locum or substantive consultant</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>4 Personality requirements to include attitudes and personal disposition</b>	<p>Able to work in a multidisciplinary team and delegate effectively</p>	<p>Demonstrate drive, achievement and innovation.</p>	<p>Interview</p> <p>References</p>



<b>5</b> <b>Physical requirements and attributes to include general health</b>	Able to perform clinical duties General good health record, Physical fitness and ability to respond flexibly to high level demands		Application Form  Interview  Occupational Health  Questionnaire
<b>6.</b> <b>Circumstances e.g. Mobility/availability</b>	Able to travel to undertake duties of post, flexible and responsive to staff and service priorities		Application Form  Interview