

JOB DESCRIPTION FOR THE POST OF Nurse Practitioner (Urgent Care) IN Primary Care

TITLE:	Nurse Practitioner (Urgent Care)
AGENDA FOR CHANGE PAY BAND:	Band 7
DIRECTORATE	Primary Care
ACCOUNTABLE TO:	Associate Director of Primary Care Nurses and AHP's
REPORTS TO:	Practice Manager
RESPONSIBLE FOR:	

JOB SUMMARY:

The post holder:-

Will work as an experienced autonomous nurse practitioner in Primary Care Urgent Care, triaging, assessing diagnosing, treating and referring patients with undifferentiated and undiagnosed conditions.

Will use new knowledge in innovative ways and take responsibility for developing and changing practice in complex and sometimes unpredictable environments.

Recognise the complexity of operating in multi-professional and multi-agency environments and the need for interdependent decision-making and support staff to feel confident and competent in delivering care within these contexts.

Will be highly experienced in the field of Urgent Care and will continue to develop this expertise for managing complex cases and supporting less experienced staff.

Will be expected to provide training, support and supervision to staff and to participate at local and national levels in relation to Urgent Care Provision in General Practice.

CLINICAL PRACTICE

- To undertake complex nursing interventions for a wide range of general practice issues.
- Work autonomously and as part of a multi-disciplinary team to provide a high-quality service to patients attending the surgery.
- Demonstrate practical knowledge and critical understanding of the range of theories and principles that underpin the general practice nursing approach.
- Triage, assess, treat, discharge and refer to the most appropriate specialty or practitioner in order to meet the patient's needs working within your scope of professional practice.
- Assess capacity for informed consent and support other staff to develop this skill.

- Demonstrate a highly developed specialist knowledge and understanding of Urgent Care presentations in general practice, management of Long Term Conditions (LTC) exacerbations of these conditions, health behaviors and health coaching, minor illness and interventions to improve health outcomes, including the use of technologies to support patients at home.
- Demonstrate experience and advanced knowledge and skills in therapeutics to prescribe effective pharmacological and non-pharmacological approaches for the management of acute and LTC and assess patient concordance.
- Be able to respectfully challenge practice, systems and policies in an objective and constructive manner.
- Teach and develop other staff to enhance their practice to manage future situations.
- Participate in opportunities to influence national and local policy.
- Be able to develop, deliver and evaluate training and education packages, for individuals and groups, across a broad range of general practice nursing needs.
- In collaboration with other disciplines and agencies, facilitate interprofessional/agency learning.
- Build capacity and capability to support learning in practice settings and collaborate with education service providers and education commissioners to ensure workforce and student needs are met.
- Display originality of thought and utilize this in innovative service development and delivery and safe implementation of new policies and guidelines for practice.
- Demonstrate problem-solving skills underpinned from perspectives, for example in research processes, service and quality improvement techniques, educational theory, or leadership and management theory.
- Design, plan, implement and evaluate learning and development programmes for nursing and allied health care professionals, both within the practice, directorate and community setting.
- Focus on the improvement of patient safety by developing systems to disseminate learning from incidents and follow up to ensure best practice is embedded in delivery of care.
- Act as an experienced work-based learning educator/assessor by providing advice and support to other practitioners and build capability and capacity to support learning in practice settings.

LEADERSHIP AND MANAGEMENT

- Be able to assimilate information from a range of sources and ensure complex decisions reflect the analysis of these different perspectives even when limited information is available.
- To participate in strategy development, presenting a positive role model for general practice nursing, and ensuring this translates into practice development to improve the quality of care.
- Apply the theoretical perspectives of change management to create an environment for successful change and practice development and utilize conflict management and resolution strategies where appropriate.
- Demonstrate an evaluative and outcomes-based approach to practice and develop strategies to share this with a wider audience.
- To appreciate the broadest context of clinical governance and initiate and support others, including service users, to be involved in a range of quality assurance and monitoring activities. Ensure that quality and audit cycles are completed and results and learning are fed back into practice.
- Develop processes for monitoring clinical effectiveness and efficiency to enhance management of resources.
- Where required undertake significant event auditing (or equivalent) and be skilled in undertaking objective investigations and in writing objective reports following the completion of the investigation and in presenting this information orally if required.

- Work effectively with a wide range of professionals and agencies and participate in multi-professional/agency strategies.
- If required, oversee the appraisal process for the nursing team, ensuring organizational objectives are reflected in personal and team objectives.

EDUCATION, RESEARCH AND DEVELOPMENT

- Develop at least one special area of expertise to be seen as a local expert and role model able to articulate the most contemporary evidence, approaches to practice and management.
- Identify and utilise skills and knowledge of staff to support or undertake research-related activity such as audit, evaluation and wider research for the benefit of the Directorate
- Monitor impact of evidence utilisation.

KEY RELATIONSHIPS

- **Service Users**
- **Practice nurses and AHP colleagues**
- **Surgery Manager**
- **Clinical Lead**
- **GP's**
- **Doctors, nurses and AHP's in training (Trust Grades and Trainees)**

Other members of the GP Team

WORKING CONDITIONS

- The role is intended to be proactive delivering expert advice and guidance to all clinical areas within the GP surgery.
- The role involves walking between areas, working on a mobile basis, home visits and visits to care/residential homes.
- The demand in the workload varies greatly therefore skills of prioritisation are essential.
- The role involves face-to-face contact with patients in difficult situations and requires emotional sensitivity and resilience.
- The post holder will hot desk, moving consulting rooms on an as needed basis and is expected to be visible in the clinical areas for the majority of the working day.

DATE OF JOB DESCRIPTION: Nov 2019

<p align="center">Person Specification</p> <p align="center">Nurse Practitioner General Practice</p> <p align="center">Band 7</p>
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REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications and Training	<p>Registered on Part 1 of NMC Register</p> <p>First degree and working towards a Postgraduate qualification</p> <p>Independent Nursing Prescribing qualification and substantial post qualification experience.</p> <p>Physical assessment and clinical decision making module at degree level or above</p>	<p>NMC Mentorship qualification</p> <p>Working towards Masters level qualification in Advanced Clinical Practice.</p> <p>Identifying the sick child module at degree level or above.</p>
Knowledge & Experience	<p>Experience of working with both adults and children in General Practice/Walk-in Centre/ Urgent Care centre at Band 6 (or equivalent) and above.</p> <p>Understanding of chronic disease presentations for primary care including heart disease, diabetes, hypertension, asthma, chronic lung disease.</p> <p>Extensive experience in the diagnosis and management of Urgent Care presentations in General Practice giving evidenced based advice and management, and where required appropriate prescribing (including children of all ages, women's health, mental health – urgent care presentations – and managing emergency situations.</p>	<p>Evidence of audit or research experience</p>
	Compassionate - Exceptional	

Skills and Abilities	<p>interpersonal skills with the ability to communicate effectively with staff, patients, carers and relatives (as appropriate) remaining sensitive and empathetic.</p> <p>Listens to others' views respecting and valuing individual needs.</p> <p>Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues and junior staff members.</p> <p>Excellent organisational skills, ability to manage own time and plan timed activities.</p> <p>Ability to recognise and manage challenging situations in a calm and professional manner.</p> <p>Able to take instruction and direction and work effectively as part of a team.</p> <p>Ability to record and retrieve information on paper/electronic records as appropriate.</p> <p>High standards of written communication skills with the ability to use email and internet.</p>	
Personal Qualities	<p>Compassionate - Open minded, treats colleagues, patients, carers and relatives with dignity and respect.</p> <p>Intuitive and caring nature.</p> <p>Act in a ways that support equality and diversity.</p> <p>To be able to demonstrate an awareness and responsibility whilst recognising the impact frequent exposure to distressing circumstances has on care and compassion.</p> <p>Flexible and adaptable to meet the needs of the patients.</p>	

Other		
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EXPECTATIONS OF THE POST HOLDER

CHANGES TO THE JOB

This post may be subject to changes/review as the needs of the service/department /unit change. Any changes will be made following consultation with the individual before the changes are made.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998 or an action for civil damages under the same Act in addition to any disciplinary action taken by the Somerset Partnership NHS Foundation Trust, which might include dismissal. Data Protection applies even after staff have left their employment with the Trust. It is the responsibility of each member of staff to be aware of and to comply with, the Staff Code of Confidentiality Policy, which highlights your responsibilities in respect of service user (patient) confidentiality. Staff who are governed by a professional Code of Conduct are expected to uphold their professional body's provisions relating to confidentiality.

INFORMATION GOVERNANCE

All staff must keep up to date with Trust requirements and changes in this area. Your attention is drawn specifically to: *Information Technology*: correct, professional and safe use of computers and digital data storage solutions. *Data Protection*: Confidentiality of service user and staff information either verbally or in writing and including IT solutions, e.g. secure e-mails, paper records and other media. *Freedom of Information*: All NHS staff may receive a FOI request and must be aware of who to contact. Senior Managers will be responsible for ensuring information governance is complied with by staff they are responsible for. Each Head of Service or Senior Manager will report any performance issues in relation to information governance to the Director they are accountable to.

Employees are individually responsible for the quality of data, which they input to Trust systems and documents.

FREEDOM OF INFORMATION

Staff must also be aware of the Freedom of Information Policy because they may be asked for confidential personal and/or corporate information under the Freedom of Information Act, which can only be disclosed if approved. Failure to adhere to this policy may result in dismissal.

HEALTH AND SAFETY

All staff have a responsibility and duty of care to operate safe working practices to prevent injury to themselves and others affected by their acts or omissions whilst undertaking duties and activities for the Trust. Individuals may find themselves liable to action if they fail to report health and safety/risk issues. All staff are required to make themselves aware of and comply with the Health and Safety policy.

Smoking is prohibited on all Trust sites.

FITNESS TO PRACTISE & TO UNDERTAKE JOB ROLE

The Trust has an obligation to ensure that employees do not start work without careful examination of their fitness to undertake the post for which they applied.

Employees should also be honest and trustworthy, acting with integrity at all times. In order to demonstrate that they are fit to practise, employees should: -

- act quickly to protect the safety of patients if you have reason to believe that you or a colleague may not be fit to undertake the duties within their job role.
- take effective action if they have concerns about the honesty of others.
- be honest and trustworthy when writing reports, completing and signing forms and using the RiO electronic patient record system.
- be honest and trustworthy in any financial dealings, especially if you are managing finances, and make sure that any funds are used for the purpose they were intended for.
- co-operate with any formal inquiry by your professional body or the Trust into your health, behaviour or performance, or that of anybody else.
- comply with the regulations of your professional body and all Trust policies and procedures.
- If the ability to perform Control and Restraint (C&R) or Prevention of Violence, Management of Aggression (PVMA) techniques is a requirement of the role the individual must declare physical fitness to undertake such a role.
- All members of staff are required to undertake the level of mandatory training and personal safety training appropriate to their role and work area, and to keep this training up to date.

APPRAISAL

Employees are entitled to an annual appraisal identifying learning needs and reflecting on performance. Each employee should agree a personal development plan and ensure that they access mandatory training on an annual basis.

This job description is designed to identify principal responsibilities only. The post holder is required to be flexible in developing the role in accordance with changes in the Trust's organisational objectives and priorities.

INFECTION CONTROL

The Trust regards infection control as an essential requirement in the provision of a safe service to all its patients. All members of staff will be expected to follow the Trust policies in relation to infection control and staff have a duty to make themselves aware of the policies and how they affect them. Decontamination of hands is regarded as an integral part of the provision of the service and in particular staff in clinical areas who are in patient contact must decontaminate their hands following all examinations or treatment and before dealing with another patient. Similarly, ensuring the cleanliness of equipment is the responsibility of all staff, with staff in clinical areas expected to decontaminate equipment in line with Trust policy. Staff who are observed not complying with any infection control policy should be expected to be challenged and action may be taken in line with the Trust's Employee Relations policy.

EMERGENCY STAFFING

The trust reserves the right to move staff between units within a (25 mile radius) to cover emergency staffing situations or to facilitate improved quality of care or skill mix for the benefit of its patients. The trust does not deem a short-term change of base, for example to cover a shift, as a material change in contract or terms of employment and the banding of the post will not change.

If a longer-term change is required, this arrangement will be made by mutual agreement.

SAFEGUARDING

It is a requirement that all staff undertake both the mandatory Level 1 Children and Adults Safeguarding training. These are combined for all staff and form part of the Trust's induction programme. The Trust has clearly defined structures for Safeguarding Adults and Children; these are underpinned with policies, procedures and additional training where appropriate depending on individual roles. Each team has a Lead for Safeguarding who will receive additional role specific guidance and training from the Safeguarding Lead and Named Nurse. The Trust's Safeguarding intranet pages provide all staff with up to date policies, procedures and guidance that must be adhered to as well as other useful information and contact details for the Safeguarding Team.

SAFEGUARDING ADULTS AT RISK

All staff must have an understanding of their roles and responsibilities in relation to Safeguarding Adult at Risk. Staff must be familiar with the specific policies and associated procedures, and understand the responsibility relevant to their position within the organisation.

Staff must be familiar with and understand the correct safeguarding reporting process.

SUSTAINABILITY/CARBON FOOTPRINT

The Trust, as one of the largest public organisations in the county, is committed to promoting sustainable development and reducing the harmful effects of its activities on the environment. Staff are expected to promote and embrace the principles of sustainable development in their daily duties; specifically to ensure that they use energy and other natural resources as efficiently as possible to minimise their carbon footprint.

We are committed to being an Equal Opportunities Employer and operate a Job Share Policy.

We welcome applications from people who have personal experience of mental health difficulties.

This document is available in other formats, including easy read summary versions and other languages upon request. Should you require this please contact the Information and Records Officer on 01278 432000