

## REDGATE MEDICAL SERVICES

<b>Post Title:</b>	General Practice Nurse
<b>Hours:</b>	Full Time/Part Time/Job Share Considered
<b>Salary range:</b>	Dependent on experience/qualifications
<b>Responsible to:</b>	Lead Nurse
<b>Accountable to:</b>	Practice Partners

### Summary of Post

The post holder is responsible for the delivery of general practice nursing services care to the practice population. Supported by senior nurses within the practice, they will deliver care within the boundaries of their role, focusing upon supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities. They will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing nurse leadership as required.

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### Communication & Working Relationships:

Doctors, nurses, Allied Professional Staff, ie District Nurses, Health Visitors and Midwives, Patients', administrative staff, other health professionals, Health & Social Care

### Key Responsibilities

#### Clinical

- Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being
- Implement and evaluate individual treatment plans for patients with a known long-term condition
- Identify, and manage as appropriate, treatment plans for patients at risk of developing a long-term condition
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Support patients to adopt health promotion strategies that encourage patients to live healthily, and apply principles of self-care
- Deliver opportunistic health promotion using opportunities such as new-patient medicals
- Provide information and advice on prescribed or over-the-counter medication on medication regimens, side effects and interactions
- Support patients to adopt health promotion strategies that promote patients to live healthily, and encourage principles of self-care

- Assess and care for patients presenting with uncomplicated wounds
- Support and advise women requesting information relating to family planning needs
- Support and manage health needs of women presenting for cervical cytology consultations
- Recognise, assess and refer patients presenting with mental health needs in accordance with the National Framework (NSF) for Mental Health
- Implement and participate in vaccination and immunisation programmes for both adults and children
- Advise, support and, where appropriate, administer vaccinations for patients travelling abroad
- Promote and deliver evidence-based care for patients presenting with aural conditions
- Assist senior practitioners in providing minor-surgery sessions

### **Communication**

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate with and support patients who are receiving 'bad news'
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Utilise communication skills to support patients to adhere to prescribed treatment regimens
- Anticipate barriers to communication and take action to improve communication
- Estimate and maintain effective communication with individuals and groups within the practice environment external stakeholders
- Act as an advocate when representing the patients' and colleagues' viewpoints to others

### **Delivering a quality service**

- Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery Council (NMC)
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to the NSF and the National Institute for Clinical Excellence (NICE) guidelines and evidence-based care
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
- Participate in the maintenance of quality governance systems and processes across the organisation and its activities
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other clinical teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Evaluate the patients' response to health care provision and the effectiveness of care

- Support and participate in shared learning across the practice and wider organisation
- Participate in the management, review and identify learning from patient complaints, clinical incidents and near-miss events utilising a structured framework (eg root-cause analysis)
- Participate in the performance monitoring review of the team, providing feedback as appropriate
- Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate

### **Team Working**

- Understand own role and scope in the organisation and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery Participate in team activities that create opportunities to improve patient care
- Participate in and support local projects as agreed with the practice management team

### **Management of Risk**

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Ensure safe storage, rotation and disposal of vaccines and drugs is undertaken. Where appropriate, oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements
- Undertake mandatory and statutory training
- Apply infection control measures within the practice according to local and national guidelines
- Apply policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all

### **Utilising Information**

- Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information
- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes

- Manage information searches using the internet and local library databases, for example, the retrieval of relevant information for patients on their condition
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act

### **Learning and Development**

- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
- Assess own learning needs and undertake learning as appropriate
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

### **Equality and Diversity**

- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Support people who need assistance in exercising their rights
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers, participate in care and refuse care. Assist patients from marginalised groups to access quality care

### **Mandatory Training Requirements**

- Corporate Induction
- Fire Safety
- Health & Safety
- Resuscitation/Defibrillation/Anaphylaxis
- Manual Handling
- Confidentiality
- Complaints Procedure

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

### **JOB DESCRIPTION AGREEMENT**

Job Holder's signature ..... Date .....

Senior Officer/Line Manager ..... Date .....

## PERSON SPECIFICATION

### PRACTICE NURSE

Criteria	Essential	Desirable
<b>Knowledge</b>	<p>Aware of accountability of own role and other roles in a nurse led service</p> <p>Knowledge of health promotion strategies</p> <p>Knowledge of needs of patients with long-term conditions</p> <p>Awareness of clinical governance issues in primary care</p> <p>Knowledge of patient group directions and associated policy</p>	<p>Ability to identify determinants on health in the local area</p> <p>Knowledge of public health issues in the local area</p> <p>Awareness of local and national health policy</p> <p>Awareness of issues within the wider health economy</p>
<b>Skills</b>	<p>Uses own initiative</p> <p>Gets on well with people at all levels</p> <p>Change-management skills and ability to support patients to change lifestyle</p> <p>Excellent communication skills, both written and verbal</p> <p>Ability to communicate difficult messages to patients and families</p> <p>Negotiation and conflict management skills IT skills</p>	<p>Clinical skills – cervical cytology, immunisation and vaccination, ear care, minor surgery, wound management, phlebotomy, travel health, ECGs, family planning</p> <p>Knowledge of warfarin management</p>
<b>Qualifications</b>	<p>Registered nurse with to date NMC registration</p> <p>DBS checked</p>	<p>Minimum 2 years post registration</p> <p>GP practice experience</p> <p>Experience in the management of long term health conditions, in particular asthma/COPD Diploma.</p> <p>Basic/advanced certificate of life support</p> <p>Membership of a professional body</p>
<b>Other</b>	<p>Flexibility to cover sickness/annual leave</p> <p>Enthusiasm</p> <p>Good team player</p> <p>Ability to work core surgery hours</p> <p>Access to own transport</p>	<p>Positive role model</p>

