

ROLE DESCRIPTION

Job Title: Clinical Triage Practitioner – Non-Medical Prescriber (NMP)

Location: Longbow

Responsible To: Clinical Team Leader

Responsible For: No direct reports.

Service hours:

To provide an out of hours service from evening into overnight on weekdays and 24/7 on weekends and Bank holidays

Post-holders will work shifts according to service need to ensure the service need is effectively covered.



1. JOB SUMMARY

To deliver autonomous practice and making every contact count, this exciting opportunity requires the post holder to work effectively within their professional boundaries, providing safe, holistic and effective compassionate care provision. The post holder will need to be a dynamic and diverse clinician working across the call centre, bases and in the field, enhancing the patient experience and optimising service provisions. Focusing on the management of the needs of the patient Out of hours (OOH). Providing exemplary care for patients who have reached a range of dispositions from 111 including referrals from District nurses, 999 and Rapid response/virtual ward.

The Clinical practitioner will have the relevant clinical experience to work autonomously and as part of a larger team whilst possessing excellent communication and interpersonal skills. They should be willing to contribute to the continuous improvement, development and delivery of a high quality and professional out of hour's service

The post holder will have a range of clinical experience, working out of hours (OOH) under the supervision of our GPs based either in Longbow or remotely. They must have the ability to take a comprehensive history, combined with a structured approach to physical assessment over the telephone, with a more autonomous triage approach, and less pathway led, be able to show advanced decision-making with the use of

critical thinking, under either direct or indirect GP supervision. The post holder will quickly identify those patients in the queue who are the sickest and those that can be streamed to one of our Shropdoc bases or for a home visit. Ensuring appropriate allocation times frames for both face-to-face or home visits. The post holder will triage patients of all ages presenting with undifferentiated diagnosis, complex needs, acute and chronic conditions, for both physical, mental health and psycho-social needs. Liaising with other community-based health care practitioners (HCPs) such as GPs, Paramedics and Nurses about patient management, admission avoidance and, where necessary, admission into secondary care.

Post holders that hold a prescribing qualification will Prescribe necessary medications as part of a robust treatment plan, using good antibiotic stewardship, sick day rules, with advice and authorisation from GP colleagues when necessary. Post holders that do not hold a Prescribing qualification will utilise Patient group directives (PGDs) where appropriate with the support of GP colleagues. Again where necessary.

We welcome applications from individuals of diverse background, and as well as personal and career development, all colleagues are encouraged and fully supported to work towards clinical development aspirations, such as Non-medical prescribing (where not already held), CPD to safely maintain and increase their professional boundaries or even ACP status, identified through appraisal and gap analysis. Clinical Supervision and development time is offered flexibly to all clinical staff in line with the service need.

2. KEY TASKS AND RESPONSIBILITIES

2.1 Clinical and Professional Responsibilities

- To be professionally accountable for the maintenance of standards of professional practice and behaviours as set by the Nursing & Midwifery Council/HCP/ College of Paramedics, Health Care Professions Council, Royal College of General Practitioners.
- To take personal responsibility for actions and omissions, and fully recognize personal accountability.
- To practice within an ethical framework based upon dignity and respect for the well-being and safety of patients/clients.
- To demonstrate expert and extensive knowledge in areas such as diagnostics, therapeutics, the biological, social and epidemiological sciences, and enhanced skills in areas such as consultation and clinical decision-making in a variety of settings
- Participate in the OOH consultations. Accurately assess, prioritise and arrange review or referral of patients, including children if appropriate, using a variety of techniques to elicit and interpret history of an event or illness, including past

medical history and drug history, in order to reach a clinical decision. Offer safe, evidence based advice including self-care as appropriate.

- Clinical management of patients, including children, with undifferentiated and undiagnosed conditions, by telephone consultation (Triage) in accordance with both national and organisational guidelines.
- Utilise a variety of techniques to elicit and interpret the history of an event/illness, including past medical history and drug history, in order to reach a clinical decision.
- Management of the complex and evolving clinical situation including deteriorating patients, Sepsis, palliative and end of life patients and mental health presentations.
- To provide appropriate intervention to the deteriorating patient with prompt recognition and intervention of cardiac arrest with the use of Basic life support (BLS) until further help arrives.
- The ability to recognise when Basic life support would not be appropriate and to open those conversations timely with the patient, family/carers, to understand the patient's wishes with completion of a Respect document. Using the freedom to act in accordance with professional knowledge base as to the best course of action or treatment, avoiding further patient assessment wherever possible, whilst accepting accountability for those decisions.
- Use and knowledge of recognised clinical assessment tools, clinical pathways and evidence based best practice to support diagnosis and referral to other Healthcare professionals (HCPs) with the use of a structured communication.
- Identify, Interpret, verify and problem solve a range of clinical procedures, including but not limited to: routine observations and interpretation of these, male, female and suprapubic catheterisation, syringe drivers, verification of expected death.
- Make effective referrals and liaise with system partners and other care providers, including secondary care providers, community nursing teams and hospice colleagues as required.
- Demonstrates excellent communications skills to ensure patients and their families or carers gain the best understanding of their health needs and services available, including those who may be at risk because of barriers to communication. Recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background, languages, and preferred ways of communicating
- Maintain accurate and contemporaneous records. Accurately record all patient contact and care related activity utilising the electronic system for all episodes of patient interaction including any adverse events, child protection issues and other notifiable matters.

- Ensure use of correct login with Smartcard and have knowledge in how to request consent to access patients GP notes, ensure details correct on the spine and the ability to prescribe electronically (EPS).
- Knowledge in the use of Rash selfie or Accurex.
- Undertake interventional procedures/ highly specialist diagnostics with appropriate consent.
- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence-based practice, setting implementing and monitoring evidence based standards of care, policies, procedures and protocols.
- Ensure a culture of continuous quality improvement through the use of audit, patient feedback and reflection on practice by self and other members of the team.
- Promote a clean and safe environment for staff, patients and visitors by ensuring compliance with legislation, policies and protocols including health and safety, healthcare associated infection prevention, clinical governance, including risk management and critical incident reporting and root cause analysis.
- Ensure a high standard of compassionate clinical care and record keeping in accordance with Nursing and Midwifery Council/HCPC, national legislation and local standards.
- Lead effective communication with the multi-professional team regarding patient care.
- Act as a role model for staff, providing best practice in all aspects of care, and ensure care is guided by agreed policies and procedures. This specifically includes practice relating to safeguarding and medicine management.
- Raise adult and child safeguarding and other notifiable concerns through the appropriate policies, procedures and protocols keeping the adult or child at potential risk at the heart of everything which is done.
- In accordance with their own scope of clinical practice and Shropdoc's organisational policies, a Non-medical prescriber (NMP) will supply and/or administer medications and treatments, review medication for therapeutic effectiveness appropriate to patient needs and in accordance with evidence-based practice aligned with both national and local guidelines.
- Work with patients to support compliance with and adherence to prescribed treatments, Providing information and advice about medication regimens, side-effects, and interactions.

- Good knowledge of local geography when allocating home visit, appointment times and ensuring a timely prescription collection.
 - Support patients to adopt health promotion strategies that promote healthy lifestyles, and apply principles of self-care
 - Train patients/carers/relatives in necessary procedures to ensure a safe care environment for patients nursed in their own homes or within a care home.
 - Assess the risks involved in the care of patients and ensure utilisation of practices and protocols to minimise those risks, including safe use of medical devices.
 - To monitor the standards of care and take appropriate actions when standards fall below expected levels.
 - Report incidents and near misses promptly and appropriately and take effective action to minimise future risk.
 - Identify and implement systems to promote contribution of advanced care and demonstrate the impact of advanced care to the healthcare teams and the wider health and social care sector.
 - Continually evaluate and audit the practice of self and others at individual and systems levels, selecting and applying valid and reliable approaches and methods which are appropriate to needs and context, and acting on the findings.
 - Continually assess and monitor risk in own and others' practice and challenge others about wider risk factors.
 - Critically appraise and synthesise the outcomes of relevant research, evaluations and audits and apply the information when seeking to improve practice.
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3 MANAGEMENT RESPONSIBILITIES:

- Maintain personal and professional development through evidence of continuous professional development (CPD), including demonstrating a personal awareness of advisory papers and current national issues that may have a local impact for the service
- Keep Professional Registration and Continuous Professional Development up-to-date and undertake formal and informal education in order to reinforce/develop skills used in areas of Shropdoc; attend/complete all mandatory training and ongoing in-house training/education as identified by Shropdoc

- Participate in regular structured supervision and mentorship through a robust clinical supervision framework
- Actively participate in the development of the Clinical Practitioner role and other health care professionals through teaching, mentoring and assessment; this will include the provision of evidence based healthcare advice to Clinical Practitioners which contributes to the diagnosis, care or treatment of a wide range of clinical conditions and assisting in the delivery of internal training.

4 SERVICE IMPROVEMENT, DEVELOPMENT & IMPLEMENTATION

- Participate in the development and continuous improvement of an integrated unscheduled primary care service that operates 24 hours a day, 365 days a year.
- Network with peers across professional groups and clinical disciplines promoting the exchange of knowledge, skills and resources. Have high-level communication skills and contribute to wider development of practice by publicising and disseminating work through presentations at conferences and articles in the professional press.
- Alert appropriate individuals and organisations to gaps in evidence and/or practice knowledge and support and conduct research that will enhance practice. Assist in the development of protocols and standards of care to meet identified health needs.
- Contribute to research and audit processes and assist as required with service performance reviews. As a Non-medical Prescriber (NMP) this includes prescribing forums, updates, attendance at the Safe medicine practice group meetings (SMPG) annual declaration assessment and participation in prescribing audits.
- Participate in appropriate projects, as they arise, in agreement with the management team.
- Contribute positively to the development of the health care team based within Shropdoc.
- Ensure that quality standards, both those agreed with the commissioners and dictated by national policy, are achieved and establish local quality standards, to improve patient care and efficiency.
- Maintain both clinical and professional standards in all areas of work, whilst acting as a positive representative and ambassador for the organization, sharing in the efficient running of the services provided.
- Comply with responsibilities under Statutory Health and Safety and Fire Regulations and internal complaints procedures in accordance with organisational guidelines, reporting any adverse clinical incident, making recommendations where appropriate to improve clinical practice within the team.

- Ensure a values-based approach underpins all elements of care delivery.

The following details are generic to all Shropdoc employees:

5 PROBATIONARY PERIOD

- This post is subject to the requirements of a probationary period of review at 3 months at then 6 months for new staff only.

6 STANDARDS OF BUSINESS CONDUCT

- The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.
- All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

7 PROFESSIONAL REGISTRATION

- If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

8 CONFIDENTIALITY and INFORMATION GOVERNANCE

- All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.
- All staff must act within legislation, policies and procedures relating to information governance

9 DATA PROTECTION AND THE DATA PROTECTION ACT 1998

- If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.
- All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

10 HEALTH AND SAFETY

- All staff must act within legislation, policies and procedures relating to Health and Safety
- All staff must attend/complete statutory/mandatory training as instructed.
- All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining their own and the health and safety of others.

11 RISK MANAGEMENT

- All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.
- The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

12 INFECTION CONTROL

- All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

13 SAFEGUARDING

- Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

14 EQUALITY, DIVERSITY AND HUMAN RIGHTS

- The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

15 HARASSMENT AND BULLYING

- Shropdoc condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

16 QUALITY

- It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:
 - Through a commitment to good patient care and to the quality of its clinical practices
 - By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
 - By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
 - Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that conforms to Shropdoc's quality management system.
 - Through upholding the Shropdoc Values- Community, Quality, Development, Integrity, Kindness.

17 TRAINING

- All staff must attend/ complete statutory /mandatory training as instructed.
- All Prescribers must comply with the NMP policy and an annual declaration of competency, maintaining their CPD, actively seeking training and development opportunities.

18 NO SMOKING POLICY

- There is a smoke free policy in operation in Shropdoc. In accordance with this policy, smoking is discouraged and is not permitted anywhere within the buildings or within 15 meters of Shropdoc main buildings.

19 REVIEW OF THIS JOB DESCRIPTION

- The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The postholder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the postholder according to service needs.

20 JOB DESCRIPTION AGREEMENT

Post Holder's Name:

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Post Holder's Signature:

Date:

Line Manager's Name:

.....

Line Manager's Signature:

Date:

PERSON SPECIFICATION

CLINICAL TRIAGE PRACTITIONER – Non-Medical Prescriber (NMP)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.



The under mentioned are the job-related requirements for this post:

Requirement	Essential	Desirable	Evidenced by
Education and qualifications	Professional registration (NMC, RCGP, HCPC)	BSc Degree	Application Form
	Physical Assessment Skills Level 6 Or must be willing to complete Physical Assessment Level 6 or equivalent within the first 12 months of employment).	Minor Illness and/ or Minor Injuries Module	Professional portfolio
	ECDL or equivalent	Clinical Assessment Module	Interview
	Evidence of post registration continued development	Telephone Triage Trained	
	Basic Life Support (BLS)	Advanced clinical assessment skills	
	Non- medical prescribing <i>Nurse Independent Prescriber*</i> / <i>Paramedic Independent Prescriber*</i> / <i>HCPC Prescriber</i> / <i>Supplementary Prescriber*</i>	Experience in Chronic disease management	
		Paediatric Clinical assessment skills.	

<p>Experience</p>	<p>A minimum of 5 years post registration experience</p> <p>Experience of multi-disciplinary working</p> <p>Minimum 6 months' experience in any of the following or similar within the last 12 months; OOH services, Urgent Care setting Primary Care, A&E, Walk-In Centre, AMU, MIU, District Nursing, Rapid response, Ambulance, First contact practitioner etc.</p> <p>At least 3-6 months must have been within the last 12 months</p> <p>Experience working with undifferentiated symptoms/presentations to form a clinical diagnosis</p> <p>Experience forming clinical management plans in conjunction with a patient, relatives and other HCP's</p>	<p>Experience of delivering patient care in an urgent care, primary care or community setting</p> <p>Ability to work with a higher level of autonomy</p> <p>Experience of Telephone Triage and consultation, face-2-face patient assessment and home visiting</p>	<p>Application Form</p> <p>Professional portfolio</p> <p>Interview</p>
<p>Skills/Abilities</p>	<p>Ability to undertake the role of Clinical Practitioner within the triage work stream</p> <p>Assessment of the deteriorating patient</p> <p>Patient assessment skills</p> <p>Skilled in clinical history taking and recording, clear contemporaneous notes</p> <p>Ability to undertake the role of Clinical Practitioner within the triage work stream</p>	<p>Comprehensive physical assessment of all body systems across the life span.</p> <p>Clinical skills: -</p> <p>Understanding of the following;</p> <p>-Initial/re-insertion of male and female urethral catheters and re-insertion of suprapubic catheters/problem solving</p>	<p>Application Form</p> <p>Professional portfolio</p> <p>Interview</p>

	<p>Ability to work in line with local, professional regulatory and national Prescribing guidance</p> <p>Ability to prescribe necessary medications as part of a robust treatment plan</p> <p>Good antibiotic stewardship</p> <p>Ability to identify and apply sick day rules where needed</p> <p>Excellent communication, reasoning and interpersonal skills including emotional intelligence to in order to deal effectively with complex and sensitive patient information, distressed or aggressive patients, or those with an impaired level of understanding. Ability to liaise and communicate effectively with all members of the multi-disciplinary team and other services</p> <p>Ability to use various forms of media and IT systems such as Adastra, EMIS</p> <p>Ability to perform holistic assessment, critically analyse patient information or situations and make clinical judgements and decisions as to the best course of action</p> <p>Ability manage time and workload effectively with a clear understanding of professional responsibility and accountability</p> <p>Ability to work within procedural protocols and local policy developed for the Clinical</p>	<ul style="list-style-type: none"> -Acute/chronic/post-operative wounds/drains -Management of bowels -Management of patients with palliative or end of life care needs -Setting up/re-priming/problem solving syringe drivers - Administration of IV Therapy and cannulation skills -Understanding of RESPECT Documentation -Care/problem solving of PEGs <p>Mentor/Supervisor/train the trainer course</p> <p>Ability to provide clinical training and education to other members of the health care team</p> <p>Excellent IT skills and familiarity with the Adastra system</p>	<p>NMP Prescribing Portfolio</p>
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	<p>practitioner team and within the Organisations polices and procedures</p> <p>Ability to identify the need to escalate care and/or refer to other multidisciplinary teams using an SBAR approach, recognising their own skills and limitations, actively seeking advice where needed</p> <p>Ability to act as role model, provide clinical leadership and mentoring to the clinical team and promote collaborative working relationships between all members of the multi-disciplinary team</p> <p>Ability to organise and deliver a high standard of evidence based clinical care</p>		
Knowledge	<p>Broad understanding of managing patients in a primary care of emergency setting</p> <p>Clear understanding of professional responsibility and accountability</p> <p>Practical knowledge across a wide range of clinical conditions</p> <p>Understanding of equality and diversity issues in a healthcare delivery setting Knowledge of current professional issues relating to nursing and changes in the NHS related to Primary Care.</p> <p>Knowledge of advisory papers, national enquiries and current issues.</p>	<p>Knowledge and understanding of local health and social care pathways</p> <p>Knowledge and understanding of clinical governance</p> <p>Understanding of developing and implementing policies and protocols.</p>	<p>Application Form</p> <p>Professional portfolio</p> <p>Interview</p>

	<p>Knowledge of current clinical evidence based practice</p> <p>Ability to compare normal and abnormal findings from physical examination</p> <p>Specialist theoretical and practical knowledge across a range of clinical conditions; Health and disease, including physical, sociological, physiological and cultural aspects</p>		
Other attributes	<p>A good sense of team work</p> <p>Ability to concentrate for prolonged periods of time</p> <p>Ability to use own initiative and prioritise workload, working within and recognizing own limitations and when to seek advise</p> <p>Confident decision maker</p> <p>Systematic approach to problem solving</p> <p>Participates in regular continuing professional development in relation to the NMP role</p> <p>Ability to prescribe within the limits of the individual's competence and approved Scope of Practice / Formulary.</p>	<p>Evidence of audit of Clinical and Prescribing practice /audit participation</p>	<p>Application Form</p> <p>NMP Prescribing portfolio</p> <p>Interview</p>
Other general requirements	<p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and</p>	<p>Participates in Reflective practice and Clinical supervision/Shared learning</p>	<p>Application Form</p>

	<p>arrangements made under the Equality Act</p> <p>Ability to work flexibly in relation to the operational times of our service, this <u>will</u> include unsociable hours and weekend working</p> <p>Ability to meet the transport needs of the post with a full clean driving license</p>		Interview
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ROLE DESCRIPTION

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Responsible For: No direct reports.

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The Clinical practitioner will have the relevant clinical experience to work autonomously and as part of a larger team whilst possessing excellent communication and interpersonal skills. They should be willing to contribute to the continuous improvement, development and delivery of a high quality and professional out of hour's service

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- To demonstrate expert and extensive knowledge in areas such as diagnostics, therapeutics, the biological, social and epidemiological sciences, and enhanced skills in areas such as consultation and clinical decision-making in a variety of settings
- Participate in the OOH consultations. Accurately assess, prioritise and arrange review or referral of patients, including children if appropriate, using a variety of techniques to elicit and interpret history of an event or illness, including past

medical history and drug history, in order to reach a clinical decision. Offer safe, evidence based advice including self-care as appropriate.

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- Utilise a variety of techniques to elicit and interpret the history of an event/illness, including past medical history and drug history, in order to reach a clinical decision.
- Management of the complex and evolving clinical situation including deteriorating patients, Sepsis, palliative and end of life patients and mental health presentations.
- To provide appropriate intervention to the deteriorating patient with prompt recognition and intervention of cardiac arrest with the use of Basic life support (BLS) until further help arrives.
- The ability to recognise when Basic life support would not be appropriate and to open those conversations timely with the patient, family/carers, to understand the patient's wishes with completion of a Respect document. Using the freedom to act in accordance with professional knowledge base as to the best course of action or treatment, avoiding further patient assessment wherever possible, whilst accepting accountability for those decisions.
- Use and knowledge of recognised clinical assessment tools, clinical pathways and evidence based best practice to support diagnosis and referral to other Healthcare professionals (HCPs) with the use of a structured communication.
- Identify, Interpret, verify and problem solve a range of clinical procedures, including but not limited to: routine observations and interpretation of these, male, female and suprapubic catheterisation, syringe drivers, verification of expected death.
- Make effective referrals and liaise with system partners and other care providers, including secondary care providers, community nursing teams and hospice colleagues as required.
- Demonstrates excellent communications skills to ensure patients and their families or carers gain the best understanding of their health needs and services available, including those who may be at risk because of barriers to communication. Recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background, languages, and preferred ways of communicating
- Maintain accurate and contemporaneous records. Accurately record all patient contact and care related activity utilising the electronic system for all episodes of patient interaction including any adverse events, child protection issues and other notifiable matters.

- Ensure use of correct login with Smartcard and have knowledge in how to request consent to access patients GP notes, ensure details correct on the spine and the ability to prescribe electronically (EPS).
- Knowledge in the use of Rash selfie or Accurex.
- Undertake interventional procedures/ highly specialist diagnostics with appropriate consent.
- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence-based practice, setting implementing and monitoring evidence based standards of care, policies, procedures and protocols.
- Ensure a culture of continuous quality improvement through the use of audit, patient feedback and reflection on practice by self and other members of the team.
- Promote a clean and safe environment for staff, patients and visitors by ensuring compliance with legislation, policies and protocols including health and safety, healthcare associated infection prevention, clinical governance, including risk management and critical incident reporting and root cause analysis.
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- Work with patients to support compliance with and adherence to prescribed treatments, Providing information and advice about medication regimens, side-effects, and interactions.

- Good knowledge of local geography when allocating home visit, appointment times and ensuring a timely prescription collection.
 - Support patients to adopt health promotion strategies that promote healthy lifestyles, and apply principles of self-care
 - Train patients/carers/relatives in necessary procedures to ensure a safe care environment for patients nursed in their own homes or within a care home.
 - Assess the risks involved in the care of patients and ensure utilisation of practices and protocols to minimise those risks, including safe use of medical devices.
 - To monitor the standards of care and take appropriate actions when standards fall below expected levels.
 - Report incidents and near misses promptly and appropriately and take effective action to minimise future risk.
 - Identify and implement systems to promote contribution of advanced care and demonstrate the impact of advanced care to the healthcare teams and the wider health and social care sector.
 - Continually evaluate and audit the practice of self and others at individual and systems levels, selecting and applying valid and reliable approaches and methods which are appropriate to needs and context, and acting on the findings.
 - Continually assess and monitor risk in own and others' practice and challenge others about wider risk factors.
 - Critically appraise and synthesise the outcomes of relevant research, evaluations and audits and apply the information when seeking to improve practice.
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3 MANAGEMENT RESPONSIBILITIES:

- Maintain personal and professional development through evidence of continuous professional development (CPD), including demonstrating a personal awareness of advisory papers and current national issues that may have a local impact for the service
- Keep Professional Registration and Continuous Professional Development up-to-date and undertake formal and informal education in order to reinforce/develop skills used in areas of Shropdoc; attend/complete all mandatory training and ongoing in-house training/education as identified by Shropdoc

- Participate in regular structured supervision and mentorship through a robust clinical supervision framework
- Actively participate in the development of the Clinical Practitioner role and other health care professionals through teaching, mentoring and assessment; this will include the provision of evidence based healthcare advice to Clinical Practitioners which contributes to the diagnosis, care or treatment of a wide range of clinical conditions and assisting in the delivery of internal training.

4 SERVICE IMPROVEMENT, DEVELOPMENT & IMPLEMENTATION

- Participate in the development and continuous improvement of an integrated unscheduled primary care service that operates 24 hours a day, 365 days a year.
- Network with peers across professional groups and clinical disciplines promoting the exchange of knowledge, skills and resources. Have high-level communication skills and contribute to wider development of practice by publicising and disseminating work through presentations at conferences and articles in the professional press.
- Alert appropriate individuals and organisations to gaps in evidence and/or practice knowledge and support and conduct research that will enhance practice. Assist in the development of protocols and standards of care to meet identified health needs.
- Contribute to research and audit processes and assist as required with service performance reviews. As a Non-medical Prescriber (NMP) this includes prescribing forums, updates, attendance at the Safe medicine practice group meetings (SMPG) annual declaration assessment and participation in prescribing audits.
- Participate in appropriate projects, as they arise, in agreement with the management team.
- Contribute positively to the development of the health care team based within Shropdoc.
- Ensure that quality standards, both those agreed with the commissioners and dictated by national policy, are achieved and establish local quality standards, to improve patient care and efficiency.
- Maintain both clinical and professional standards in all areas of work, whilst acting as a positive representative and ambassador for the organization, sharing in the efficient running of the services provided.
- Comply with responsibilities under Statutory Health and Safety and Fire Regulations and internal complaints procedures in accordance with organisational guidelines, reporting any adverse clinical incident, making recommendations where appropriate to improve clinical practice within the team.

- Ensure a values-based approach underpins all elements of care delivery.

The following details are generic to all Shropdoc employees:

5 PROBATIONARY PERIOD

- This post is subject to the requirements of a probationary period of review at 3 months at then 6 months for new staff only.

6 STANDARDS OF BUSINESS CONDUCT

- The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.
- All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

7 PROFESSIONAL REGISTRATION

- If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

8 CONFIDENTIALITY and INFORMATION GOVERNANCE

- All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.
- All staff must act within legislation, policies and procedures relating to information governance

9 DATA PROTECTION AND THE DATA PROTECTION ACT 1998

- If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.
- All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

10 HEALTH AND SAFETY

- All staff must act within legislation, policies and procedures relating to Health and Safety
- All staff must attend/complete statutory/mandatory training as instructed.
- All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining their own and the health and safety of others.

11 RISK MANAGEMENT

- All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.
- The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

12 INFECTION CONTROL

- All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

13 SAFEGUARDING

- Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

14 EQUALITY, DIVERSITY AND HUMAN RIGHTS

- The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

15 HARASSMENT AND BULLYING

- Shropdoc condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

16 QUALITY

- It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:
 - Through a commitment to good patient care and to the quality of its clinical practices
 - By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
 - By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
 - Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that conforms to Shropdoc's quality management system.
 - Through upholding the Shropdoc Values- Community, Quality, Development, Integrity, Kindness.

17 TRAINING

- All staff must attend/ complete statutory /mandatory training as instructed.
- All Prescribers must comply with the NMP policy and an annual declaration of competency, maintaining their CPD, actively seeking training and development opportunities.

18 NO SMOKING POLICY

- There is a smoke free policy in operation in Shropdoc. In accordance with this policy, smoking is discouraged and is not permitted anywhere within the buildings or within 15 meters of Shropdoc main buildings.

19 REVIEW OF THIS JOB DESCRIPTION

- The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The postholder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the postholder according to service needs.

20 JOB DESCRIPTION AGREEMENT

Post Holder's Name:

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Post Holder's Signature:

Date:

Line Manager's Name:

.....

Line Manager's Signature:

Date:

PERSON SPECIFICATION

CLINICAL PRACTITIONER (Non-NMP)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.



The under mentioned are the job-related requirements for this post:

Requirement	Essential	Desirable	Evidenced by
Education and qualifications	Professional registration (NMC, RCGP, HCPC)	BSc Degree	Application Form
	Physical Assessment Skills Level 6 Or must be willing to complete Physical Assessment Level 6 or equivalent within the first 12 months of employment).	Minor Illness and/ or Minor Injuries Module Clinical Assessment Module	Professional portfolio
	ECDL or equivalent	Telephone Triage Trained	Interview
	Evidence of post registration continued development	Advanced clinical assessment skills	
	Basic Life Support (BLS)	Experience in Chronic disease management	
		Paediatric Clinical assessment skills.	
Experience	A minimum of 5 years post registration experience	Experience of delivering patient care in an urgent	Application Form

	<p>Experience of multi-disciplinary working Minimum 6 months' experience in any of the following or similar within the last 12 months; OOH services, Urgent Care setting Primary Care, A&E, Walk-In Centre, AMU, MIU, District Nursing, Rapid response, Ambulance, First contact practitioner etc. At least 3-6 months must have been within the last 12 months</p> <p>Experience working with undifferentiated symptoms/presentations to form a clinical diagnosis</p> <p>Experience forming clinical management plans in conjunction with a patient, relatives and other HCP's</p>	<p>care, primary care or community setting</p> <p>Ability to work with a higher level of autonomy</p> <p>Experience of Telephone Triage and consultation, face-2-face patient assessment and home visiting</p>	<p>Professional portfolio</p> <p>Interview</p>
Skills/Abilities	<p>Ability to undertake the role of Clinical Practitioner within the triage work stream</p> <p>Assessment of the deteriorating patient</p> <p>Patient assessment skills</p> <p>Skilled in clinical history taking and recording, clear contemporaneous notes</p> <p>Ability to undertake the role of Clinical Practitioner within the triage work stream</p> <p>Ability to work in line with local, professional regulatory and national guidance</p>	<p>Comprehensive physical assessment of all body systems across the life span.</p> <p>Clinical skills: -</p> <p>Understanding of the following;</p> <p>-Initial/re-insertion of male and female urethral catheters and re-insertion of suprapubic catheters/problem solving</p> <p>-Acute/chronic/post-operative wounds/drains</p>	<p>Application Form</p> <p>Professional portfolio</p> <p>Interview</p>

	<p>Excellent communication, reasoning and interpersonal skills including emotional intelligence to in order to deal effectively with complex and sensitive patient information, distressed or aggressive patients, or those with an impaired level of understanding. Ability to liaise and communicate effectively with all members of the multi-disciplinary team and other services</p> <p>Ability to use various forms of media and IT systems such as Aداstra, EMIS</p> <p>Ability to perform holistic assessment, critically analyse patient information or situations and make clinical judgements and decisions as to the best course of action Ability manage time and workload effectively with a clear understanding of professional responsibility and accountability</p> <p>Ability to work within procedural protocols and local policy developed for the Clinical practitioner team and within the Organisations polices and procedures</p> <p>Ability to identify the need to escalate care and/or refer to other multidisciplinary teams using an SBAR approach, recognising their own skills and limitations, actively seeking advice where needed</p>	<ul style="list-style-type: none"> -Management of bowels -Management of patients with palliative or end of life care needs -Setting up/re-priming/problem solving syringe drivers - Administration of IV Therapy and cannulation skills -Understanding of RESPECT Documentation -Care/problem solving of PEGs <p>Mentor/Supervisor/train the trainer course</p> <p>Ability to provide clinical training and education to other members of the health care team</p> <p>Excellent IT skills and familiarity with the Aداstra system</p>	<p>Professional Portfolio</p> <p>Interview</p>
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	<p>Ability to act as role model, provide clinical leadership and mentoring to the clinical team and promote collaborative working relationships between all members of the multi-disciplinary team</p> <p>Ability to organise and deliver a high standard of evidence based clinical care</p>		
Knowledge	<p>Broad understanding of managing patients in a primary care or emergency setting</p> <p>Clear understanding of professional responsibility and accountability</p> <p>Practical knowledge across a wide range of clinical conditions</p> <p>Understanding of equality and diversity issues in a healthcare delivery setting Knowledge of current professional issues relating to nursing and changes in the NHS related to Primary Care.</p> <p>Knowledge of advisory papers, national enquiries and current issues.</p> <p>Knowledge of current clinical evidence based practice</p> <p>Ability to compare normal and abnormal findings from physical examination</p> <p>Specialist theoretical and practical knowledge across a range of clinical conditions; Health and disease, including physical, sociological,</p>	<p>Knowledge and understanding of local health and social care pathways</p> <p>Knowledge and understanding of clinical governance</p> <p>Understanding of developing and implementing policies and protocols.</p>	<p>Application Form</p> <p>Professional portfolio</p> <p>Interview</p>

	physiological and cultural aspects		
Other attributes	<p>A good sense of team work</p> <p>Ability to concentrate for prolonged periods of time</p> <p>Ability to use own initiative and prioritise workload, working within and recognizing own limitations and when to seek advise</p> <p>Confident decision maker</p> <p>Systematic approach to problem solving</p> <p>Evidences CPD and ongoing learning</p>	Evidence of audit of Clinical practice /audit participation	<p>Application Form</p> <p>Professional portfolio</p> <p>Interview</p>
Other general requirements	<p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act</p> <p>Ability to work flexibly in relation to the operational times of our service, this <u>will</u> include unsociable hours and weekend working</p> <p>Ability to meet the transport needs of the post with a full clean driving license</p>	Participates in Reflective practice and Clinical supervision/Shared learning	<p>Application Form</p> <p>Interview</p>