

## **ROLE DESCRIPTION**

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|------------------|---|
| Job Title:       | Nurse Practitioner  |
| Location         | Longbow, Shrewsbury   |
| Responsible To:  | Clinical Team Leader for Care Coordination and Oncology.  |
| Responsible For: | No direct reports.  |
| Service hours:   | The service runs 24/7 and provides both in and out of hours' services. Post-holders will work hours to meet the Service needs.<br>Hours 2 per week pro rota |

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### **1. JOB SUMMARY**

As a qualified clinician to work as a member of the SHROPDOC multi-disciplinary team and be involved in liaison with a range of health care professionals and organisations to co-ordinate best care pathways for patients including primary, secondary, tertiary and voluntary services.

The post has three key roles –  
Care Coordination and Single Point of Access (SPA) – liaising with Primary Care, Acute Care and the Ambulance Service to admit / admission avoidance unscheduled care Patients. In hours clinical telephone assessment and treatment of patients and working with other health professionals (e.g. GPs) to access the most appropriate care for patients.

Oncology Helpline – Following UKONS framework, telephone triage, care and advice for Oncology and Haematology Patients who are undergoing Chemotherapy, Targeted Therapy and Immunotherapy. Our aim is to recognise life threatening symptoms and facilitate early admission for same, but also manage other Patients at home by our expert advice on symptom control.

Out of hours Triage – Shropdoc are the local provider for Patients in Shropshire and Powys when GPs are closed. You will be part of the team who undertake clinical telephone assessment and treatment of patients, deciding the best treatment / pathway for them.

All three roles require the use of critical thinking and advanced decision-making skills with excellent telephone assessment skills to manage patients with a wide range of clinical conditions/illnesses. The post holder will have enough experience with telephone assessment to work autonomously and as part of a larger team, possessing excellent communication and interpersonal skills. The post holder will contribute to the continuous improvement, development and delivery of a high quality and professional in and out of hour's service.

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## **2. KEY TASKS AND RESPONSIBILITIES**

### **2.1 Clinical and Professional Responsibilities**

1. Provide an in-hours triage/clinical assessment service via the telephone or other forms of media. Accurately collate clinical information using an electronic clinical information system in order to provide advice or refer to the most appropriate service.
2. Provide an out of hours triage/clinical assessment service via the telephone for patients needing urgent care; accurately collect clinical information in order to provide advice or refer to the most appropriate service, with the ability to manage multiple calls/referrals.
3. Provide a Care Co-ordination Centre service, coordinating patient care on behalf of referring GPs and other health care professionals. Agree the care plan and follow pathways when available. Liaise with third party agencies to ensure the appropriate care plan is implemented.
4. Provide an advice line for Oncology and Haematology patients across Shropshire and Lancashire, to assess, help and support Oncology patient's specific needs. The Helpline offers support and solutions for severe side effects of Chemotherapy and recognition of life threatening symptoms.
5. Build close links and communicate with other local health or social care services/agencies, private and voluntary agencies and signpost and refer patients to these services.

6. Independently assimilate and interpret call information, accessed directly on the IT system or forwarded by Shropdoc Call Handlers, and make professionally autonomous decisions appropriate in a timely and professional manner to the patient or carer.
7. Use 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 and accepting accountability for those decisions.
8. Provide evidence based healthcare advice which contributes to the diagnosis, care or treatment of a range of clinical conditions.
9. Develop, with the patient, a plan for ongoing care with an emphasis on health education, preventative measures and promoting healthy living options; where appropriate act as a patient advocate.
10. Work within the Code of Professional Conduct or Guidelines for relevant professional body e.g. Royal College of Nursing, College of Paramedics, Health and Care Professions Council.
11. Maintain and promote dignity and respect to patients and their carers through communicating effectively and by ensuring that those who are at risk because of cultural, language, disability, age and other protected characteristics and barriers are helped to understand, access and make use of the various services available.
12. 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.
13. 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.
14. Work collaboratively with other health care professionals and disciplines which will include communicating effectively with team members to ensure a safe and effective handover when required.

15. Keep Professional Registration and Continuous Professional Development up-to-date and undertake formal and informal education in order to reinforce/develop skills used in all types of telephone consultations; attend mandatory training and ongoing in-house training/education as identified by Shropdoc.
16. Receive regular and structured supervision and mentorship through a robust clinical supervision framework.

## **2.2 Service Improvement, Development and Implementation**

1. Participate in the development and continuous improvement of an integrated unscheduled primary care service that operates 24 hours a day, 365 days a year.
2. Assist in the development of protocols and standards of care to meet identified health needs.
3. Contribute positively to the development of the health care team based within Shropdoc.
4. Ensure the maintenance of clinical and professional standards in all areas of work and share in the efficient running of the services provided.
5. Responsible for the security and care of equipment used.
6. Contribute to research and audit processes and assist as required with service performance reviews.
7. Participate in appropriate projects, as they arise, in agreement with the management team.
8. Comply with responsibilities under Statutory Health and Safety and Fire Regulations and internal complaints procedures in accordance with organisational guidelines.
9. Act as a positive representative of and an ambassador for the organisation.
10. Report any adverse clinical incident, in line with the Shropdoc's clinical incident policy, making recommendations where appropriate to improve clinical practice within the team.

*The following details are generic to all Shropdoc employees*

### **3. PROBATIONARY PERIOD**

This post is subject to the requirements of six-month probationary period with a progress review at three months for new staff only.

### **4. 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.

### **5. PROFESSIONAL REGISTRATION**

1. 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.
2. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
3. 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.
4. 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.

## **6. 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

## **7. 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.

## **8. HEALTH AND SAFETY**

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend 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 own and the health and safety of others.

## **9. 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.

## **10. 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.

## **11. 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.

## **12. 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.

## **13. HARASSMENT AND BULLYING**

Shropdoc condemns all forms of harassment and bullying 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.

## **14. QUALITY**

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 ICB's at all times with a service that confirms to Shropdoc's quality management system.

#### **15. TRAINING**

All staff must attend statutory /mandatory training as instructed.

#### **16. 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 metres of Shropdoc main buildings.

#### **17. 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 post holder 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 post holder according to service needs.

#### **18. JOB DESCRIPTION AGREEMENT**

Post Holder's Name: .....

Post Holder's Signature: ..... Date: .....

Line Manager's Name: .....



Line Manager's Signature: ..... Date: .....

## PERSON SPECIFICATION

### URGENT CARE PRACTITIONER – Level 1 (Supporting our Policy on Equal Opportunities in Employment)

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                                 |
|-------------------------------------|---|---|--|
| <b>Education and qualifications</b> | Professional registration (NMC, HCPC)   | Evidence of continuing post registration development  | Application Form<br><br>and<br><br>Interview |
| <b>Experience</b>                   | Experience of delivering patient care in an urgent care primary care or community setting<br><br>Experience of multi-disciplinary working<br><br>Minimum of 10 years post registration experience   | Good experience of delivering patient care in an urgent care primary care or community setting<br><br>Good experience of multi-disciplinary working | Application Form<br><br>and<br><br>Interview |
| <b>Skills/Abilities</b>             | Excellent communication, reasoning and interpersonal skills including emotional intelligence in order to deal effectively with complex and sensitive patient information, distressed or aggressive patients, or those with an impaired level of understanding.<br><br>Ability to liaise and communicate effectively with all members of the | Good general Nursing Knowledge for many specialities.   | Application Form<br><br>and<br><br>Interview |

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|                  | <p>multi-disciplinary team and other services.</p> <p>Ability to perform holistic assessment, critically analyse complex patient information or situations</p> <p>Computer literate -<br/>Able to use various forms of media and IT systems. Ability to type patient notes when on the phone.</p> <p>Ability to critically analyse patient information or situations and make clinical judgements and decisions as to the best course of action</p> <p>Ability to act independently within occupational guidelines</p> <p>Skilled in clinical history taking and accurate recording of clinical notes.</p> |   |                                  |
| <b>Knowledge</b> | <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>Knowledge of current clinical evidence based practice</p> <p>Understanding of equality and diversity issues in a healthcare delivery setting</p>  | <p>Knowledge and understanding of local health and social care pathways</p> <p>Knowledge and understanding of clinical governance</p> <p>Knowledge of current professional issues relating to nursing and changes in the NHS related to Primary Care</p> <p>Specialist theoretical and practical knowledge across a range of clinical conditions including all palliative care, and Oncology*</p> | <p>Application and Interview</p> |

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| <p><b>Other attributes</b></p>           | <p>Excellent communication, listening and interpersonal skills</p> <p>Ability to concentrate for prolonged periods of time</p> <p>Ability to use own initiative and prioritise work but also be an enthusiastic team player.</p> <p>Confident decision maker</p> <p>Systematic approach to problem solving</p>  |  | <p>Application</p> <p>and</p> <p>Interview</p> |
| <p><b>Other general requirements</b></p> | <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>Flexibility in working in a rostered environment including night shifts, bank holidays and weekend working.</p> |  | <p>Application</p> <p>and</p> <p>Interview</p> |

