

JOB DESCRIPTION

Job Title:	Clinical Triage Practitioner – Prescriber/ Non-Prescriber
Location:	Longbow
Responsible To:	Clinical Team Leader
Responsible For:	No direct reports.
Hours:	To provide an out of hours (OOH) service from evening into overnight on weekdays and 24/7 on weekends and Bank holidays. (Employees will work shifts according to service need to ensure the operational need is effectively covered.)



1. JOB SUMMARY

- Deliver autonomous practice and making every contact count, this exciting opportunity requires the Employee to work effectively within their professional boundaries, providing safe, holistic and effective compassionate care provision.
- Provide dynamic and diverse clinical service, working across the Call Centre, bases and in the Field, enhancing the patient experience and optimising service provisions.
- Focus 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 Employee will have a range of clinical experience, working 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 Employee 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 Employee 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.

- Employees 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. Employees that do not hold a Prescribing qualification will utilise Patient group directives (PGDs) where appropriate with the support of GP colleagues.

2. KEY TASKS AND RESPONSIBILITIES

Clinical and Professional Responsibilities:

- Be professionally accountable for the maintenance of standards of professional practice and behaviours as set by the Nursing & Midwifery Council/HPC/ College of Paramedics, Health Care Professions Council, Royal College of General Practitioners.
- Take personal responsibility for actions and omissions, and fully recognize personal accountability.
- Practice within an ethical framework based upon dignity and respect for the well-being and safety of patients/clients.
- 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.
- Clinically manage 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.
- Manage the complex and evolving clinical situation including deteriorating patients, Sepsis, palliative and end of life patients and mental health presentations.
- 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.
- Demonstrate 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).
- Possess 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/HPC, 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.

Other 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.
- 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.
- 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.

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.

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.

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.

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.

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:

PERSON SPECIFICATION

Clinical Practitioner

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. Candidate application forms will be shortlisted using a points-based system, with selections made according to the criteria outlined in the person specification below.

Shortlisting Criteria	Essential	Desirable
Qualifications		
Professional registration (NMC, RCGP, HCPC).	✓	
BSc Degree.		✓
ECDL or equivalent.	✓	
Basic Life Support (BLS).	✓	
Non-Medical Prescriber (if applying for Prescribing role)	✓	
Non-Medical Prescriber (if applying for Non- Prescribing role)		✓
Nurse independent Prescriber / Paramedic Independent Prescriber* / HCPC Prescriber / Supplementary Prescriber (if applying for Prescribing role)	✓	
Nurse independent Prescriber / Paramedic Independent Prescriber* / HCPC Prescriber / Supplementary Prescriber (if applying for Non-Prescribing role)		✓
Experience / Knowledge		
A minimum of 5 years post registration experience.	✓	
Experience of multi-disciplinary working.	✓	
Minimum 6 months' experience in any of the following or 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.	✓	
Experience of delivering patient care in an urgent care, primary care or community setting.		✓
Experience working with undifferentiated symptoms/ presentations to form a clinical diagnosis.	✓	
Articulate and knowledgeable of skills needed to deliver a high standard of care in the area of practice.	✓	
Able to document observations, results, decisions and actions etc. effectively in patient's notes and communicate these effectively to appropriate members of the multi-disciplinary team.	✓	
Experience of Telephone Triage and consultation, face-2-face patient assessment and home visiting.		✓
Broad understanding of managing patients in a primary care or emergency setting.	✓	
Ability to undertake the role of Clinical Practitioner within the triage work stream.	✓	

Shortlisting Criteria	Essential	Desirable
Assessment of the deteriorating patient.	✓	
Comprehensive physical assessment of all body systems across the life span.		✓
Ability to undertake the role of Clinical Practitioner within the triage work stream.		✓
Ability to use various forms of media and IT systems such as Adastra, EMIS.		✓
Ability to work within procedural protocols and local policy developed for the Clinical Practitioner team and within the Organisations policies and procedures.	✓	
Administration of IV Therapy and cannulation skills.		✓
Previous experience of using bespoke systems (ie: RotaMaster, Adastra, EMIS).		✓
Strong verbal and written communication skills, including the ability to convey information clearly and effectively to both customers and team members.	✓	
Knowledge of the Working Time Directive Regulations.		✓
Experience in monitoring and managing call centre performance, including setting goals, conducting reviews, and ensuring KPI targets are met		✓
Ability to work closely with both management and frontline staff, fostering a positive team culture and resolving conflicts where necessary.	✓	
Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets.	✓	
Knowledge and understanding of local health and social care pathways.		✓
Personal Attributes		
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.	✓	
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.	✓	
Confident decision maker.		✓
Able to communicate effectively with patients/relatives and carers and all members of the multi-disciplinary team.	✓	
Sound clinical reasoning & decision making	✓	
Enthusiasm and commitment to continuous service development	✓	
Ability to work under pressure whilst delivering high quality care.	✓	
Other		
An understanding and appreciate of safeguarding but training given.		✓
Flexibility to work evenings, nights, weekends and bank holidays	✓	