



DELIVERING  
**OUTSTANDING**  
CARE AND  
EXPERIENCE



RECRUITING,  
DEVELOPING AND  
RETAINING OUR  
**WORKFORCE**



AN ANCHOR  
IN OUR  
COMMUNITIES



WORKING TOGETHER  
WITH LOCAL HEALTH  
AND SOCIAL  
CARE PROVIDERS



DELIVERING  
LONG-TERM  
**SUSTAINABILITY**



# Information pack for the post of Critical Care Outreach Practitioner Surgical Division





**Welcome from Chief Executive Hannah Coffey**

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across

Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWAngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

**Hannah Coffey**  
Chief Executive Officer

## Job Description

<b>JOB TITLE</b>	Critical Care Outreach Practitioner
<b>GRADE</b>	7
<b>HOURS OF WORK</b>	37.5
<b>DEPARTMENT</b>	Trust Wide
<b>BASE</b>	Your primary base will be Peterborough City Hospital or Hinchingsbrooke Hospital however travel between NWA Hospital sites will be required
<b>RESPONSIBLE TO</b>	Critical Care Outreach Lead Consultant
<b>ACCOUNTABLE TO</b>	Director of Nursing (Surgical Division)

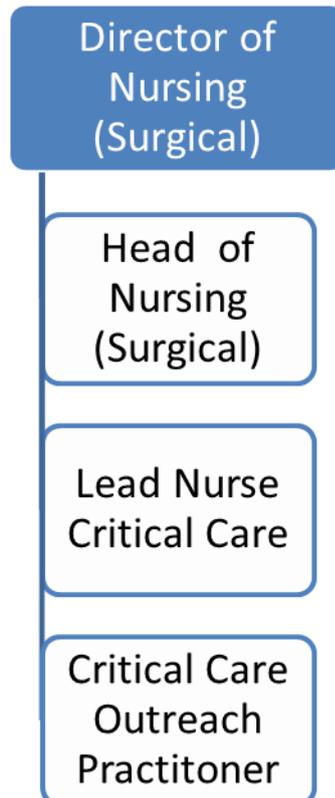
## Background and Context

### Job Summary

The Critical Care Outreach Practitioner is an autonomous clinically focused role which provides expert clinical and professional support and education to patients, clinicians and staff. The practitioner enhances patient safety through early recognition, intervention, and referral of the acutely unwell / deteriorating patient. They deliver exemplary patient centred care that is underpinned by an extensive theoretical knowledge base that is regularly updated as the practitioner works through, completes and maintains the competencies for enhanced practice outlined within the National Outreach Framework (NOF).

The practitioner will also work closely with all members of the Multidisciplinary Team and utilise their expert leadership skills when, for example, facilitating conversations around the completion of RESPECT forms and being a member of the Hospital Resuscitation Team. They will also help to develop and enhance patient care and align clinical practice across the Organisation by participating / leading on audit and education programs that relate to the deteriorating / acutely unwell patient group.

## Key Working Relationships (organisational chart)



## Main Duties and Responsibilities

The ten occupational duties that are required to provide a high standard of health care using judgement, skills and knowledge for enhanced practice are:

1. Be an accountable professional acting in the best interests of people, putting them first and providing complex clinical care that is evidence-based, person centred, safe and compassionate.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
  - b. Prioritise and review patients appropriately according to the severity of illness, including making decisions about escalation of care.

- c. Be a member of the adult cardiac arrest team advocating for the patient and providing advanced life support in any area of the hospital.
2. Use existing knowledge and expertise and enhanced levels of clinical judgement to independently undertake complex and holistic assessments.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
  - b. Accurately request radiological and pathology investigations in line with Trust and IRMER guidance and make clinical decisions based upon the results.
3. Act independently to plan, deliver, monitor and evaluate complex care using enhanced clinical assessments, diagnostics, and interventions.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
  - b. Prescribe safely and effectively as a non-medical prescriber in accordance with Trust guidelines and within the individual's scope of professional competence.
  - c. Lead acute interventions for patients, recognising the acutely deteriorating patient and delivering resuscitation.
4. Act as an expert resource within their own organisation and for external agencies.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
5. Develop, deliver and evaluate education and training opportunities for others within own scope of practice.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
  - b. Be involved in the planning and implementation of teaching programmes for nursing, medical and allied health professional staff of all grades (including nursing and medical students) within Northwest Anglia NHS Foundation Trust.
6. Communicate effectively in challenging environments and situations with patients, their families/carers and the multi-disciplinary team.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
  - b. Liaise and integrate with other specialist services including medicine, surgery, orthopaedics and maternity.
7. Promote and encourage innovative clinical practice to support a culture of excellence within the wider health and care team.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF

8. Lead and manage unpredictable and unplanned clinical situations.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
  
9. Participate in resource management, strategic service development, planning and service improvement.
  - a. Complete the relevant Enhanced Critical Care Outreach competencies published by NORF
  
10. Lead, monitor, develop and appraise staff and learners.
  - a. Complete the related Enhanced Critical Care Outreach competencies published by NORF

Details of the knowledge, skills and behaviours needed to attain these duties can be found in the enhanced practice apprenticeship standards (Appendix).

## Working at our Trust

### A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



### B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

### **C. Your responsibilities to the Trust, our patients and staff**

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

#### **Equality and Diversity Policy**

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

#### **Health & Safety**

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

#### **Data Protection**

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

### **Data Quality**

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

### **Customer Care**

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

### **Values**

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

### **Infection Control**

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

### **Smoking Policy**

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

### **Confidentiality**

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

### **Safeguarding the welfare of children and vulnerable adults**

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

### **Mandatory Training**

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

### **Raising issues of Concern**

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.

## Appendix - Standards for Enhanced Clinical Practitioners

Duty	KSBs
<b>Duty 1</b> Be an accountable professional acting in the best interests of people, putting them first and providing complex clinical care that is evidence-based, person-centred, safe and compassionate.	K1 K2 K3 S1 S2 S3 B1 B2 B3
<b>Duty 2</b> Use existing knowledge and expertise and enhanced levels of clinical judgement to independently undertake complex and holistic assessments.	K4 K5 K6 S4 S5 S6 B1 B2 B3
<b>Duty 3</b> Act independently to plan, deliver, monitor and evaluate complex care using enhanced clinical assessments, diagnostics, and interventions.	K7 K8 K10 K11 S7 S8 S9 S10 S11 B1 B2 B3
<b>Duty 4</b> Act as an expert resource within their own organisation and for external agencies.	K9 K12 K13 S12 S13 B1 B2 B3
<b>Duty 5</b> Develop, deliver and evaluate education and training opportunities for others within own scope of practice.	K14 K15 K16 S14 S15 S16 B1 B2 B3
<b>Duty 6</b> Communicate effectively in challenging environments and situations with patients, their families/carers and the multi-disciplinary team.	K17 K18 K19 K27 S17 S18 S19 S27 B1 B2 B3
<b>Duty 7</b> Promote and encourage innovative clinical practice to support a culture of excellence within the wider health and care team.	K20 K21 K22 S20 S21 S22 B1 B2 B3
<b>Duty 8</b> Lead and manage unpredictable and unplanned clinical situations.	K24 K25 K26 S24 S25 S26 B1 B2 B3
<b>Duty 9</b> Participate in resource management, strategic service development, planning and service improvement.	K28 K29 K30 S28 S29 S30 B1 B2 B3
<b>Duty 10</b> Lead, monitor, develop and appraise staff and learners.	K23 K31 K32 S23 S31 S32 B1 B2 B3

### KSBs

#### Knowledge

K1: Tools and techniques used to systematically search, select and present evidence

K2: Techniques to critically appraise evidence such as local and national quality standards and frameworks and ways to relate this to own practice

K3: Requirements of their on-going professional registration and code of conduct in relation to their scope of practice such as when and how to escalate or refer in line with defined scope of practice

K4: How to appraise the relevance of available tools and techniques to the clinical situation and own scope of practice

K5: Legislation, clinical frameworks, contemporaneous evidence-based practice guidelines, outcomes from clinical audit and algorithms to support decision making

K6: Anatomy and physiology and pathophysiology to support complex holistic patient assessment including the underlying psychological, social and long-term impact of illness

K7: Tools and techniques to critically evaluate clinical information to inform decision making and care management planning

K8: Underpinning anatomy and complex applied physiology, disease, toxicities, treatments and interventions which guide the selection of specialist diagnostics

K9: Methods to support complex intervention decision making aligned to national and international guidelines

K10: Principles and theories of co-production, health coaching, peer support and self-management used to build knowledge, skills and confidence to enable patient self-management

K11: Diverse sources of information and evidence to underpin decision making and techniques to interpret and assimilate a diverse range of information and evidence

K12: Principles and theories of coaching used in supporting others in complex clinical decision making and care delivery

K13: Principles and theories of leadership and role modelling

K14: Tools and procedures for conducting a training needs analysis

K15: Teaching, learning and assessment theories, techniques, innovations and models relevant to the educational activity including ways to facilitate a positive learning environment

K16: Models, tools and frameworks for receiving and providing constructive feedback

K17: Principles of different communication strategies and theories, communication modes (written, digital, verbal, non-verbal) and clinical communication tools

K18: Models and theories for negotiating and mediating, such as de-escalation and diffusing strategies

K19: Communication strategies and tools used to share complex information with different audiences and individuals

K20: Principles of change management and co-production to support clinical innovation in the workplace

K21: Local and national approaches and planning processes to support quality improvement

K22: Service evaluation, research and audit techniques to support quality improvement processes within area of enhanced clinical practice

K23: The role and impact of reflection in improving clinical practice and best-practice methods for clinical supervision

K24: Signs and pathophysiology of deterioration or distress in mental, physical, cognitive and behavioural health in own scope of practice

K25: Protocols and systems used to plan, prioritise and direct resources within area of enhanced clinical practice and how to escalate to and engage others when working at the boundaries of scope of practice

K26: Evidence-based strategies to manage clinical risk in enhanced clinical practice

K27: Principles of psychological well-being, the importance of maintaining own and others well-being and counselling techniques used within own scope of practice

K28: Employer policy and procedures for resource management and reporting

K29: Strategies to plan and prioritise resources and manage immediate and longer-term service requirements

K30: Local, regional, and national strategic priorities for patient populations within area of specialist practice

K31: Principles of mentoring and preceptorship and how these differ from counselling, coaching and teaching

K32: Local appraisal policy and systems and own responsibility in relation to appraisal of others

#### Skills

S1: Conduct systematic literature searches to source evidence to inform enhanced clinical practice

S2: Critically appraise evidence and use findings to plan and provide enhanced patient-centred clinical care

S3: Provide enhanced clinical care in line with professional registration, code of conduct and defined scope of practice, being responsible and accountable for own decisions, actions and omissions

S4: Select available tools, technologies and techniques needed to perform complex and holistic assessments

S5: Assimilate, synthesise and apply complex information to promote and advocate best interests of others, upholding the principles of safeguarding and evidence-based practice

S6: Undertake holistic patient-centred assessments using available tools, technologies and techniques

- S7: Analyse the data arising from the assessment process to inform clinical decision-making
- S8: Identify, request and interpret specialist diagnostics within own scope of practice to inform the delivery and management of specialist care for patients and families
- S9: Develop, implement and evaluate an enhanced care management plan which may include interventions and referral to other members of the multidisciplinary team or other agencies
- S10: Prepare and support patients and families to manage their own health and care as independently as possible
- S11: Interpret, assimilate and draw conclusions using diverse sources of information and evidence to inform clinical reasoning
- S12: Direct others to sources of information and evidence, coaching and supporting them in applying information and evidence in complex clinical decision making
- S13: Provide leadership within scope of own role and positive role-modelling for others in the multidisciplinary team
- S14: Identify training and education needs of others in the workplace
- S15: Plan and facilitate the delivery of practice-based education, training and assessment activities
- S16: Evaluate the effectiveness of training and education activities
- S17: Use communication strategies suitable for a variety of situations including sensitive and distressing topics
- S18: Use strategies to manage conflict and challenge
- S19: Discuss complex information with patients, their families, the multi-disciplinary team and other agencies
- S20: Challenge ineffective systems and processes and support others to identify the need for change within their area of enhanced clinical practice
- S21: Contribute to quality improvement plans and strategies to support a culture of continuous quality improvement within area of enhanced clinical practice
- S22: Participate in quality improvement activities, such as audit, service evaluations and research projects within area of enhanced clinical practice
- S23: Reflect on own and others' practice using clinical supervision processes
- S24: Identify and act on evidence of unexpected change or patient deterioration within own scope of practice
- S25: Manage self and others in unpredictable and complex environments, instigating clinical interventions where protocols may not be available
- S26: Identify and manage risk to patient safety and others in an unpredictable and complex environment
- S27: Counsel Patients, family, carers and others to manage psychological well-being of self and others
- S28: Contribute to efficient resource management within the workplace
- S29: Plan, prioritise and deliver enhanced clinical care within a defined resource
- S30: Contribute to the drafting of business cases or project proposals
- S31: Provide mentorship, opportunity for peer-learning and constructive feedback to guide, support, motivate and develop others in the multidisciplinary team
- S32: Contribute to the appraisal of individuals in the multidisciplinary team

#### Behaviours

- B1: Treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences
- B2: Show respect and empathy for those you work with
- B3: Be adaptable, reliable and consistent