

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Practice Nurse
<b>BAND:</b>	6
<b>DIRECTORATE:</b>	Primary Care (Kingsway and Bramingham)
<b>REPORTING TO:</b>	Lead Nurse
<b>ACCOUNTABLE TO:</b>	Head of Nursing

### BACKGROUND

#### The Primary Care Directorate:

The organisation and delivery of primary care services in ELFT is being re-visioned to reflect an aspiration to deliver services in a more integrated manner in collaboration with internal and external partners. To this end the portfolio of primary care services provided directly by the Trust is expanding and the model of service delivery is changing to include more direct participation of service users. Directly provided primary care services range from specialist homeless practices to mainstream general practices and are located across a wide and diverse geography including central London and Bedfordshire.

### JOB SUMMARY

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

### KEY RESPONSIBILITIES

- Assess, plan, develop, implement and evaluate programmes to promote health and well-being and prevent adverse effects on health and well-being
- Implement and evaluate individual treatment plans for patients with a known long-term condition
- Assess and care for patients presenting with uncomplicated wounds
- Support and advise women requesting information relating to family planning needs
- Support and manage health needs of women presenting for cervical cytology consultations
- Implement and participate in vaccination and immunisation programmes for both adults and children
- Advise, support and where appropriate, administer vaccinations for patients travelling abroad

### MAIN DUTIES AND RESPONSIBILITIES

Patient Care	<ul style="list-style-type: none"> <li>• Identify and manage as appropriate, treatment plans for patients at risk of developing a long-term condition</li> <li>• Support patients to adopt health promotion strategies that encourage patients to live healthily and apply principles of self-care</li> <li>• Promote and deliver evidence-based care for patients presenting with aural conditions</li> <li>• Undertake routine tasks such as ear syringing, wound care and suture removal as required</li> </ul>
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Clinical	<ul style="list-style-type: none"> <li>• Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients</li> <li>• Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines</li> <li>• Ensure safe storage, rotation and disposal of vaccines and drugs is undertaken. Where appropriate, oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements</li> <li>• Undertake mandatory and statutory training</li> <li>• Apply infection control measures within the Practice according to local and national guidelines</li> <li>• Adhere to policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all</li> <li>• Participate in the local implementation strategies that are aligned to the values and culture of general practice</li> <li>• Support and lead on chronic disease management</li> <li>• Work in conjunction with the lead nurse on Quality Outcome Framework (QOF)</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Maintaining contemporaneous notes</li> <li>• Meetings – attendance at clinical governance and Team meetings</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Mentorship of Junior colleagues</li> <li>• Understand own role and scope in the organisation and identify how this may develop over time</li> <li>• Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working</li> <li>• Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties</li> <li>• Ensure clear understanding and utilisation of referral mechanisms within the Practice</li> <li>• Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice</li> <li>• Work effectively with others to clearly define values, direction and policies impacting upon care delivery. Participate in team activities that create opportunities to improve patient care</li> <li>• Participate in and support local projects as agreed with the practice management team</li> <li>• Identify patterns of discrimination, take action to overcome this and promote diversity and quality of opportunity</li> <li>• Enable others to promote equality and diversity in a non-discriminatory culture</li> <li>• Support people who need assistance in exercising their rights</li> <li>• Monitor and evaluate adherence to local chaperoning policies</li> <li>• Act as a role model in good practice relating to equality and diversity</li> <li>• Accept the rights of individuals to choose their care providers, participate in care and refuse care.</li> <li>• Assist patients from marginalised groups to access quality care</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• n/a</li> </ul>
Performance and Quality	<ul style="list-style-type: none"> <li>• Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery Council (NMC)</li> </ul>

	<ul style="list-style-type: none"> <li>• Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures</li> <li>• Prioritise, organise and manage own workload in a manner that maintains and promotes quality</li> <li>• Deliver care according to the NSF and the National Institute for Clinical Excellence (NICE) guidelines and evidence-based care</li> <li>• Assess effectiveness of care delivery through self and peer review, clinical supervision, benchmarking and formal evaluation</li> <li>• Participate in the maintenance of quality governance systems and processes across the organisation and its activities</li> <li>• Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required</li> <li>• In partnership with other clinical teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate</li> <li>• Evaluate the patients' response to health care provision and the effectiveness of care</li> <li>• Support and participate in shared learning across the Practice and wider organisation</li> <li>• Participate in the management, review and identify learning from patient complaints, clinical incidents and near-miss events utilising a structured framework (eg significant event analysis)</li> <li>• Participate in the performance monitoring review of the team, providing feedback as appropriate</li> <li>• Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance</li> <li>• Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour and refer as appropriate</li> </ul>
Financial and Physical Resources	<ul style="list-style-type: none"> <li>• Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information</li> <li>• Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes</li> <li>• Manage information searches using the internet and local library databases, for example, the retrieval of relevant information for patients on their condition</li> <li>• Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act</li> <li>• Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care</li> </ul>

## KNOWLEDGE AND SKILLS

Knowledge, Training and Experience	<ul style="list-style-type: none"> <li>• Experience of working in a GP practice or community setting is desirable, however the post holder should demonstrate the ability to work independently</li> <li>• A diploma in General Practice Nursing is essential</li> <li>• A recognised diploma in chronic disease management</li> <li>• The majority of the work will take place in the GP practice, although some home visits may be required to deliver care to housebound patients</li> </ul>
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	<ul style="list-style-type: none"> <li>The post involves immunisation and vaccination of children and adults as per the national Immunisation Schedule and so the post holder will need the knowledge and experience to ensure immunisations are delivered safely including those patients who have missed or incomplete immunisations.</li> <li>The post holder will be the first point of contact for wound care in the surgery and therefore will need the knowledge and experience to assess acute and chronic wounds, create a management plan and evaluate the effectiveness of care and refer when appropriate to specialist services.</li> <li>Women's health is a key part of the role therefore the post holder will need an understanding of contraception and be trained or willing to train to carry out cervical cytology.</li> </ul>
Supervision	<ul style="list-style-type: none"> <li>Act as mentor to students, assessing competence against set standards as requested and if appropriately qualified</li> <li>Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments</li> <li>Assess own learning needs and undertake learning as appropriate</li> <li>Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information</li> <li>Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning</li> </ul>
Communication and Relationships	<ul style="list-style-type: none"> <li>Utilise and demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment</li> <li>Communicate with and support patients who are receiving 'bad news'</li> <li>Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating</li> <li>Utilise communication skills to support patients to adhere to prescribed treatment regimens</li> <li>Anticipate barriers to communication and take action to improve communication</li> <li>Maintain effective communication with individuals and groups within the Practice environment and external stakeholders</li> <li>Act as an advocate when representing the patients' and colleagues' viewpoints to others</li> </ul>

#### JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

#### Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health
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	and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<b>Dealing With Harassment/ Bullying In The Workplace</b>	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>General Data Protection Regulation (GDPR)</b>	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People &amp; Culture Department.</p>
<b>Safeguarding</b>	All employees must carry out their responsibilities in such a way as



	to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
<b>Service User and Carer Involvement</b>	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
<b>Personal Development</b>	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
<b>Quality Improvement</b>	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
<b>Professional Standards</b>	To maintain standards as set by professional regulatory bodies as appropriate.
<b>Conflict of Interests</b>	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
<b>Risk Management</b>	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
<b>Personal and Professional Development/Investors in People</b>	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
<b>Infection Control</b>	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:</p> <p>Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

**PERSON SPECIFICATION**

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<b>BAND:</b>	6
<b>DIRECTORATE:</b>	Primary Care (Kingsway and Bramingham)
<b>REPORTING TO:</b>	Lead Nurse
<b>ACCOUNTABLE TO:</b>	Head of Nursing

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>RGN with current NMC registration Evidence of Continued Professional Registration</li> <li>Recognised qualifications in diabetes or chronic heart disease or respiratory medicine</li> <li>A diploma in General Practice Nursing</li> <li>Previous Experience in Primary Care</li> <li>Qualifications/Certificates in Cytology, Travel vaccinations, Immunisations</li> </ul>	E  E  E E  E	
<b>Experience</b>	<ul style="list-style-type: none"> <li>General nursing experience</li> <li>Working within Primary Care setting</li> <li>Nursing management of chronic disease conditions in general practice, i.e. Diabetes, Asthma/COPD, Heart Disease</li> </ul>	E E  E	
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent communication skills, both written and verbal</li> <li>Change-management skills and ability to support patients to change lifestyle (Computer skills)</li> <li>Ability to apply clinical theory to practice</li> <li>Evidence of Continued Practice Development</li> <li>Awareness of current nursing issues and developments in General Practice Nursing</li> <li>Aware of accountability of own role and other roles in a nurse led service</li> <li>Awareness of clinical governance issues in primary</li> </ul>	E  E E E E  E  E  D  D D	

	<ul style="list-style-type: none"> <li>care</li> <li>Clinical governance issues in primary care</li> <li>Identification of un-met health needs and programmes of health promotion and prevention of ill health</li> <li>Innovation and change management skills</li> <li>Experience of using SystmOne or EMIS or other clinical data bases</li> <li>Awareness of local and national health policy</li> <li>Awareness of issues within the wider health economy</li> <li>Knowledge of patient group directions and associated policy</li> </ul>	D D E	
Personal Characteristics	<ul style="list-style-type: none"> <li>Positive and professional attitude towards work and colleagues</li> <li>Ability to work under pressure</li> <li>Articulate</li> <li>Able to work independently and as part of a team</li> <li>Flexible approach to accommodate service needs</li> <li>Open to change</li> </ul>	E  E  E  E  E	
Other	<ul style="list-style-type: none"> <li>Car driver and able to work across Bedfordshire</li> <li>Be a positive role model with the ability to demonstrate a credible and professional approach</li> </ul>		

S: Shortlisting I: Interview T: Test