

JOB DESCRIPTION

JOB TITLE:	Urgent Care Practitioner
BAND:	6
REPORTS TO:	Clinical Managers – Integrated Urgent Care
RESPONSIBLE TO:	Head of Service – Integrated Urgent Care
LOCATION:	Hull/East Riding Urgent Treatment Centres

JOB PURPOSE

- After completing in-house competencies, the post-holder will be expected to work without direct supervision as an Independent Practitioner.
- After completing necessary clinical supervision, the post-holder will work as an independent practitioner providing face-to-face assessment, remote consultations and home visiting for patients presenting with unplanned care needs.
- The practitioner will provide examination, diagnosis, treatment, management, referral, review or discharge, utilising a range of clinical skills and knowledge for patients presenting with undifferentiated and undiagnosed conditions within their scope of practice.
- To work as part of the Primary Care and Urgent Care Service teams, providing a first point of contact for the provision of unplanned healthcare (incorporating illness and injury) to reduce A & E attendances and improve waiting times.
- To initiate treatment plans ensuring patients receive timely treatment.
- The post-holder will, work flexibly across CHCP CIC primary care and urgent care services within Hull and the East Riding, including the urgent care centres and primary care centres, as required ensuring service continuity.

DUTIES & RESPONSIBILITIES

Communication

- Communicate complicated, sensitive and confidential patient and service information effectively with other health and social care professionals, senior management, patients, carers and members of the public for the benefit of the patient. This information may be contentious, requiring negotiation, persuasive, empathic and motivational skills
- To provide telephone triage
- Establish and maintain relationships with patients, carers and other health care professionals to facilitate care across traditional, acute, primary, community and emergency care sectors, seamlessly for the benefit of the patient.
- Communicate effectively and sensitively with patients, carers and relatives using a variety of methods to ensure inclusion of those with learning difficulties, or for whom English is not their first language.
- Ensure information is conveyed to the patient in a timely and understandable manner, using different communication methods to clarify understanding.
- Provide support and counselling for patients and their relatives, using empathy, courtesy and sensitivity, including breaking bad news and explaining treatment options.
- Provide reassurance in potentially traumatic, hostile or emotive situations within both clinical and non-clinical settings.
- Act professionally, responsively and sensitively as a patient advocate, appropriately challenging differing opinions.
- Provide health education and brief interventional advice, including sexual and public health guidance, to the public and advocate any necessary preventative health measures and improvement programmes as appropriate.
- Ensure effective communication is maintained between members of the multi-disciplinary team to ensure appropriate individuals are informed of changes to the patient's condition or treatment plan.
- Participate in service development and redesign and support the production of reports for CHCP CIC on service issues as required.
- Report complaints, accidents and untoward incidents

Analytical Tasks

- Triage and prioritise patients and their presenting conditions or associated factors.
- Analyse information gathered from consultation, patient reporting and previous medical history to formulate and exclude differential diagnosis, treatment options and management decisions.
- Use a range of techniques, knowledge and investigations to support the exclusion and inclusion of differential diagnosis.
- Analyse information and apply findings to practice supporting evidence based approach.
- Consider a range of treatment options and appraise each one, when making a decision about appropriate treatment and management.
- Diagnosis and definitive pathway management of a range of presenting conditions including minor illness and injuries, resulting in completion of care or referral to specialist services.
- Identify those conditions that are not amenable to community based primary or urgent care services, implement immediate and necessary care to stabilise patients and ensure prompt referral to the most appropriate level of care – for example via call to 999.

Planning and Organisational Skills

- Responsibility for managing and prioritising own work against the needs of patient and service requirements.
- To independently assess, prioritise, plan, provide and evaluate patient care to meet the needs of the individual.
- Deliver care interventions in a variety of care settings working as an independent practitioner.
- Complete patient care records contemporaneously to ensure seamless interface between services.

Physical Skills

- Undertake clinical skills i.e. physical assessment, the management of illness and wound/injury management/closure.
- Use medical equipment proficiently with responsibility to ensure the machines are within quality assurance standards and operative function.
- Practice safe moving and handling procedures when involved in the delivery of patient care.

- To be able to commute around the geographical area to meet service needs.
- The post-holder will require keyboard skills when inputting data onto the patient administration system.

Responsibility for Patient Care

- Communicates effectively and has responsibility for care pathway safety for individuals and groups of patients.
- Maintain and develop clinical skills
- Undertake a triage role as appropriate
- Obtains patient consent and has an understanding of the ethical requirements in managing patients and their care.
- Work independently as a practitioner to effectively manage individual patient's illness or injury within the range of competencies.
- Assess patients, analyse and interpret the findings, to provide a safe and effective management and treatment.
- Responsible for patients care and safety during consultations and treatment e.g. by maintaining standards of infection control, and professional development.
- To support patients in self-care of their condition by education and adopting approaches to prevent deterioration or reduce further risk of complications. Provide patient information and education.
- Deliver individual care management, which involves assessment of individual needs; based on principles of agreed protocols and national frameworks.
- Accountable for the preparing of treatment pathways based on clinical judgement that can be supported by national frameworks and NICE guidelines, in line with CHCP policy, procedures and guidance where appropriate.
- Liaise closely with other service providers and agencies in relation to patient care i.e. GPs, Acute Sector, Social Services and allied services.
- Supply / administer medication as set down by agreed Patient Group Directives or as independent prescriber.

- To verify death, and implement appropriate procedures, including protection of evidence, continuity of care and family support
- Responsibility and accountability to complete contemporaneous records. Record accurate consultations of assessments, treatments and evaluations of care and share this information, if appropriate, for the benefit of patient care.
- To have responsibility to be the advocate for the patient and ensure that data protection, confidentiality and access to patient services are offered.
- To assist and signpost a patient regarding complaints / comments procedure e.g. PALS.

Policy and Service Development Implementation

- To provide a high standard of professional conduct and patient care at all times in accordance with professional accountability and registration.
- Adhere to local standards, policy procedures and guidelines.
- Contributes to the development of policies and procedures to ensure effective delivery of care.
- Participate in a culture that maintains quality.
- Support peers and ancillary staff as a mentor facilitating personal and professional development plans.
- Actively involved in practitioner meetings for team / service development
- Promote evidenced based practice and ensure dissemination amongst colleagues and peers.
- Promote, monitor and maintain best practice in health, safety and security.

Responsibilities for Financial and Physical Resources

- Ensure the appropriate equipment and drugs for patient care are available, stored and transported safely and securely at all times.
- Participate in stock control and ensure maintenance of equipment and clinical support materials reporting any defects immediately.
- Responsible for the appropriate and effective use of materials and equipment i.e. medicine management.

Responsibilities for Human Resources

- Maintain NMC / HPC registration, working within the Code of Conduct.
- Provide support, help and guidance for other staff and students.
- Identify own training needs and undergo regular professional development reviews.
- Complete mandatory training relevant to the post.

Responsibilities for Information Resources

- Responsible for providing accurate and timely records on patient care and performance using paper and IT based systems, in accordance with trust policy.
- Responsible for record management and security in accordance with the Trust guidance.

Responsibilities for Research and Development

- Undertakes audits/survey necessary to own workload.

Freedom to Act

- The post holder will work within clearly defined policies managing their own workload.
- As an independent practitioner, the post holder plans their own workload, using policies, national standards and professional code of conduct in accordance to the needs of the patient.
- The post holder is required to use their own judgement to define day-to-day work priorities and initiate treatments affecting patient care.
- Assess patients' suitability for procedures with the support of agreed guidelines.
- Uses own initiative and acts independently in accordance with organisational and national standards, policy, procedures and guidance.

STANDARD PARAGRAPHS

1. City Health Care Partnership CIC is embedding a culture of restorative practice (RP) throughout the organisation. This is known as the CHCP way. All staff are expected to embrace RP which embodies a set of values and principles and a way of working with people that provides a common language and approach that enables collaborative working and respect for each other within the organisation.
2. City Health Care Partnership CIC is committed to providing high quality care within all services and therefore expects all employees to follow the nationally recognised seven values – care, compassion, courage, communication, competence, commitment and candour. These values, known as the Seven C's, are embedded within the culture and working practices of all services regardless of whether the service provides direct patient care or not.
3. It is the responsibility of each member of staff to maintain confidentiality at all times and abide by the CHCP policies and procedures.
4. Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and any associated legislation in order to ensure their own safety and that of colleagues, patients and visitors. Staff must also be aware of the action to be taken in the event of fire and must complete Fire Awareness Training on an annual basis.
5. Basic moving and handling training must be attended on induction. Staff who are required to move patients are also required to attend further training in addition to this, and will be required to refresh at this level bi-annually. Other mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.
6. Staff should be aware of their individual responsibilities under the Equality Policy and ensure that they comply to the policy which requires that all colleagues and service users are treated with respect.
7. CHCP CIC is committed to a policy of zero tolerance of abuse. The organisation recognises its responsibility to prevent the abuse of vulnerable adults at risk and all employees have a duty of care to safeguard those in their care. Staff should ensure that their actions support the aims of the organisation and ensure that all children up to the age of 18 are protected from significant harm, abuse and neglect within the framework of multi-agency Child Protection services established in the Guidelines and Procedures issued by the Local Safeguarding Children Board and must comply with the responsibilities identified in Section 11, Children Act 2004. All staff have a duty to contribute to the detection, reporting and prevention of abuse and to safeguard those in our care. Safeguarding is everybody's business and is core business for CHCP CIC.
8. **Infection Control (these paragraphs relate to clinical staff)**
Maintain and enhance standards of patient care, through the implementation of continuous quality improvement initiatives such as NICE Guideline 139 and associated quality standards to support the prevention of Health Care Associated Infections and compliance with the Health & Social Care

Act 2008 Code of Practice for health and adult social care on the prevention and control of infections and related guidance July 2015.

Ensure high standards of environmental cleanliness are maintained across the Organisation through involvement in audit and regular feedback through service governance frameworks and liaison with the Domestic contact Monitoring Officer.

9. Infection Control (this paragraph relates to both clinical and non-clinical staff)

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and nonclinical are required to adhere to CHCP's Infection Control policies and make every effort to maintain high standards of infection control at all times, thereby reducing the burden of Health Care Associated Infections. Staff have a responsibility to ensure they attend mandatory infection control training provided by CHCP.

- 10.** This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder

EFFORT AND ENVIRONMENT

Effort criteria – the frequency with which the post holder is expected to deal with the following areas should be indicated e.g. average over a day, a week, a month or a year

Physical Effort

- Work independently.
- Manoeuvre / carry equipment
- Move and position patients to enable thorough assessment
- Long periods documenting consultations onto computers.
- Long periods of standing and walking.
- Respond to sudden challenging/violent situations towards self and others.

Mental Effort

- The role involves assessment of undiagnosed presentations which may require a rapid response and re-prioritisation of patient need, therefore the work pattern is unpredictable.
- Frequent high levels of concentration required when assessing patients to manage the variety of conditions that may be presented.
- The post holder will be required to work to deadlines on a daily basis to ensure that patients receive appropriate care
- Dealing with distressed and worried patients, carers and families.

Emotional Effort

- Daily contact with patients experiencing difficult situations i.e. patients in pain or, aggressive or abusive patients or carers.
- Dealing with patients, clients and carers often in distressing situations. Occasional distressing/emotional circumstances.

Working Conditions

- The post holder may work on more than one site to deliver care according to the needs of patients and the service. The ability to travel to and from work and between centres.
- The post holder is exposed to outburst of abuse, aggression and patients under the influence of drugs/alcohol.
- Frequent exposure to bodily fluids, i.e. vomit, blood and open wounds.

**PERSON SPECIFICATION
URGENT CARE PRACTITIONER**

	Essential	Desirable	How assessed
Qualifications			
Registered 1 st level Nurse or Qualified Allied Health Professional	X		Application Form
Relevant post registration degree	X		
University modules completed in minor injuries or illness, or equivalent, e.g APACS (or willingness to undertake under development agreement)	X		
Teaching/Mentoring qualification		X	

	Essential	Desirable	How assessed
Knowledge			
Comprehensive knowledge of relevant legislation, guidance and local initiatives and issues in relation to unplanned care	X		Application Form/ Interview
Working knowledge of multidisciplinary teams	X		
Evidence of Continuing Professional Development	X		
Demonstrate the use of evidence based practice	X		
Comprehensive working knowledge of medication and interventions used in unplanned care		X	
Knowledge of the legal framework surrounding medications prescribed or supplied, including PGDs, PSDs, EOL care pathways etc.		X	

	Essential	Desirable	How assessed
Experience			
Substantial experience in professional practice	X		Application Form/ Interview
Demonstrate experience of flexible workload management and the ability to meet deadlines	X		
Demonstrate experience and competency in supervision and support of others in prioritisation of patient care e.g. junior staff, non-registered staff and students	X		
Demonstrate experience of utilising a variety of software packages e.g. Patient Centre, SystmOne, Clinicom, E-Mail, Excel, PowerPoint and Word	X		
Previous experience of working in an unplanned care environment / a similar post		X	
Previous experience of using PGDs		X	
Experience of multi-disciplinary team working and working with patients with minor injuries or minor illness presentations	X		
Experience of working within a paper free service/mobile working and use of EPR		X	
Experience of the initial management, stabilisation and onward referral of patients who may self-present with more serious/life threatening conditions		X	
Demonstrate experience and competency in supervision and support of others in prioritisation of patient care e.g. junior staff, non-registered staff and students		X	

	Essential	Desirable	How assessed
Personal Attributes			
Conversant in the 7 C's – Care, Compassion, Competence, Communication, Courage, Commitment and Candour and the values of the organisation	X		Application Form/ Interview/ References
Able to work autonomously and as part of a multidisciplinary team	X		
Demonstrate interpersonal and communications skills and can minimise interpersonal conflict and barriers to effective communication.	X		
Effective time management	X		
Flexible approach to duties to ensure 24 hour service cover 365 days per year	X		
High level of enthusiasm and motivation and ability to motivate others	X		
Ability to work on own initiative	X		
Ability to demonstrate diplomacy at all times	X		
Demonstrate an ability to prioritise own and others workload and recognise, prioritise and respond appropriately to urgent and emergency situations	X		
Demonstrate competency and accuracy in documentation and record keeping	X		
Demonstrate a caring patient focused approach to work	X		
Demonstrate the ability to effectively and proactively manage resources	X		
Undertaken research in practice, networking skills and evidence of MDT working		X	

	Essential	Desirable	How assessed
Personal Circumstances			
Able to commute between various sites	X		Application Form/ Interview

Job Holder Signature Date