

JOB DESCRIPTION

POST TITLE:	Advanced Emergency Care Practitioner (Out of Hours)
BASE:	West Berkshire Primary Care Centre/Minor Injuries Unit, West Berkshire Community Hospital
GRADE:	Band 8a
LINE MANAGER:	Urgent Care Clinical Lead
HOURS:	27 hours per week

OUR VISION AND VALUES

To be recognised as the leading community and mental health service provider by our staff, patients, and partners.

Our values are:

- **Caring** for and about you is our top priority.
- **Committed** to providing good quality, safe services.
- working **Together** with you to develop innovative solutions.

JOB SUMMARY

The post is for an Advanced Nurse/Paramedic Practitioner who will work autonomously within the Out of Hours Service to provide advanced clinical assessment skills to assess, diagnose and treat patients with a range of medical conditions.

The post holder will establish, co-ordinate and deliver direct clinical care that is diverse, evidence based and reflective of need.

The post holder will also work in partnership with the out of hours GP's, the GP Clinical Lead, and other multi-disciplinary colleagues to provide appropriate patient focused care.

It is envisaged the role of the Advanced Nurse/Paramedic Practitioner will be critical in working collaboratively to provide effective and efficient delivery of high quality urgent primary care service to patients situated in the NHS Berkshire West area.

In pursuing these duties, the post holder will ensure compliance with the NMC/HCPC standards and guidelines.

WORKING RELATIONSHIPS

The post requires the ability to work as part of a clinical team communicating effectively with patients, operational and medical staff, emergency services and secondary care staff to ensure the efficient organisation of workload and management of patients.

MAIN DUTIES AND RESPONSIBILITIES

Clinical

- To practice at an advanced level, working as an autonomous practitioner within the MDT (Multi-Disciplinary Team) to deliver high quality urgent care to patients.
- As an experienced Advanced Nurse/Paramedic Practitioner you will take responsibility and be accountable in assessing, diagnosing, treating, or referring patients, considering local and national guidelines
- Where appropriate, make referrals to other health professionals in primary and secondary care.
- Undertake face to face consultations at the Primary Care Centres
- Undertake home visits
- Undertake telephone triage work and telephone advice calls
- As an independent prescriber, prescribe medicines in accordance with NMC/HPCPC guidance and national policy guidance
- Request and interpret tests appropriate to patients' needs
- Provide health education and promote a healthy lifestyle for patients and carers
- Actively participate in the delivery of cardiopulmonary resuscitation and advanced life support in emergency situations including the use of appropriate resuscitation equipment. Request the attendance of emergency resuscitation teams in accordance with the acute Trust's and Service's emergency procedures
- To be mindful of patients' needs, wishes and culture encouraging self-management. Empower and educate patients, carers, and relatives so that they make informed decisions about their plan of care and encourage self-management
- Refer patients, as appropriate, to secondary care and for appropriate diagnostic investigations
- Champion patients' rights, for example, dignity, equality, diversity choice and respect and provide high quality care based on best practice
- Act as the patients and relatives advocate when necessary
- Provide expert professional advice support and guidance to other members of the health care setting on the care required for patients
- Work in partnership with the multi-disciplinary team and other health and social care professionals and other agencies including the voluntary sector to promote continuity of care
- To provide patient and carer information, health education and health promotion including self-care as appropriate
- When undertaking all the above ensure effective communication and documentation is provided and entered within the appropriate systems of record keeping
- Work collaboratively with others to manage and support the patient and carers through the end-of-life phase
- To provide clinical care of a high standard, consistent with the requirements of clinical governance and the NMC/HPCPC

- To advise and communicate effectively with patients to manage situations where patients become anxious, agitated, angry or distressed. Report difficult or complex situations to on-call managerial staff and/or the Service's GP Clinical Lead when the Service is operational
- Inform and communicate effectively with dispatching staff to ensure the efficient management of workload including noting and reporting waiting, consultation times and non-attendance
- Work in a collaborative manner with other agencies to ensure seamless service delivery for patients
- Report accurately significant clinical events and incidents to senior managerial staff and/or the GP Clinical Lead
- Ensure that consultation rooms are cleared at the end of the last duty session and that medical equipment, drug bags are returned, checked, and stored securely in accordance with the Service's procedures

Leadership & Management

- Ensure that patients and carers comments, concerns and complaints are appropriately and proactively managed including investigation and feedback within the Patients Advocacy and Liaison Service (PALS) where appropriate
- Champion and facilitate multi-disciplinary/professional team working
- To provide clinical leadership to the Nurse and Paramedic Practitioners
- Promote effective communications and relationships within the community sharing good practice and innovation
- To be available as a resource to others involved in community health services
- To develop strategies for quality improvement in collaboration with the Matron, setting and maintaining high clinical standards for the bases
- To support the establishment of systems for research, audit, and evaluation of care in collaboration with the Matron
- To participate in the development of multidisciplinary protocols with the aim of providing best practice
- To develop benchmarks for best practice
- Contribute to the regular service meetings held by the Urgent Care team
- Ensure financial targets are met through effective use of resources
- Work in co-operation with other members of the operational team and with members of the managerial team to ensure that the service meets standard requirements and performance targets
- Assist in the effective management of urgent care by promoting safe systems of work and identifying areas where changes in practice would achieve a more effective outcome

Training

- Work with other senior colleagues and team members to develop and expand the role of the Advanced Nurse/Paramedic/Pharmacist Practitioner
- Contribute to the development of the knowledge and practice of others
- Contribute to the education of others by guiding and developing team members in their professional and clinical practice

- Facilitate learning for staff and be actively involved in training sessions to disseminate good practice
- Develop and deliver educational programmes to clinical staff as required
- To undertake the clinical supervisor training, and become a facilitator for clinical supervision
- Undertake appropriate statutory/ mandatory training

Governance

- Contribute to the development of new policies making recommendations as appropriate and ensure implementation and monitoring of operational policies with the service
- Implement audit initiatives to monitor care quality within the unit including using tools such as benchmarking
- Undertake audits
- Ensure audit information is used to make recommendations to raise standards of care, practice, and service delivery
- Ensure that incidents are reported appropriately on Datix, and action is taken to reduce risk
- Working with the Matron to undertake critical incident investigations as necessary and actively monitor incidents
- Encourage patient/carer involvement in the planning, delivery, and monitoring of care

Record Keeping

- Keep accurate, contemporaneous documentation in accordance with the NMC/HPCPC, information governance and local/national guidance
- Ensure service activity is monitored and recorded and is appropriate for service need/ delivery
- Obtain, analyse, share, and use current information for decision making in collaboration with the Matron, GP Clinical Lead, Clinical Governance Lead, and others

GENERAL

1. This job description is not exhaustive and can be altered in consultation with the post holder.
2. Any other duties which may be requested by the line manager to facilitate the smooth running of the hospital.
3. The Trust is an equal opportunities employer. The post – holder is at all times expected to carry out their duties in accordance with the Trusts Equal Opportunities Policy.
4. The Trust operates a non-smoking policy. Staff are not permitted to smoke on Trust premises.
5. The post holder is required to take reasonable care of the health and safety of his/her acts or omissions at work, and to co-operate with the Berkshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

LOCATION/MOBILITY

You may be required to work at or from any additional location as may be determined by the Trust from time to time. The Trust also reserves the right from time to time to change your base on a permanent basis to a location determined by it at the time that the change is made.

You may also be required to travel between Trust premises as may be required for the performance of your duties.

FLEXIBILITY

The Trust reserves the right to amend your job description and/or your duties from time to time. You also agree that you will work with the Trust to deliver the Trust's services, including without limitation, by complying with lawful and reasonable instructions from the Trust by adapting to new ways of working and attending training courses determined by the Trust from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

To attend and contribute to staff meetings and Forums, supervision sessions, training courses, seminars, and workshops, to ensure the development and enhancement of current working practices.

To participate in all personal review meetings and take responsibility for personal and professional development. Responsibility for developing the role and the services provided.

DATA PROTECTION ACT

You should be aware of the Data Protection Act and follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

You are required to take responsibility for Health and Safety Risk Assessment and Workplace Inspections, and to take reasonable care for your own health and safety and that of other persons who may be affected by his/her acts of omissions.

You are also required to co-operate with all staff to ensure that all statutory regulations, policies, Codes of Practice, and departmental safety procedures are adhered to, and to attend relevant training programmes.

INFECTON CONTROL

Managers at all levels have a responsibility to act as role models to ensure that Infection Control is on the corporate and service agenda and remains a priority in terms of attention and resources.

All staff providing direct patient care must ensure that they follow procedures aimed at reducing the risk of passing on the organisms that can cause infections.

All staff, collectively and individually, have a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of Infection Control.

CONFIDENTIALITY

Your attention is drawn to the confidential aspects of this post. You must not disclose any information of a confidential nature relating to the Trust or the service that it provides, or in respect of which the Trust owes an obligation of confidence to any service user, client or third party during or after your employment except in the proper course of your employment or as required by law.

You must not remove or copy any documents or tangible items, including software which belongs to the Trust, or which contains any confidential information from the Trust's premises, at any time without proper advanced authorisation. You must return to the Trust upon request and in any event upon the termination of your employment, all documents and tangible items which belong to the Trust, or which contain or refer to any confidential information and which are in your possession or under your control.

A breach of confidence could result in dismissal.

You should be aware that regardless of any disciplinary action taken, a breach of confidence could also result in civil action for damages.

CLINICAL GOVERNANCE

The Trust aims to provide the highest standards of care. To further this aim, you are expected to adhere to acceptable working practice as defined in Trust policies and guidelines. You also have a personal responsibility to your team and service to keep up to date and, if you encounter unacceptable practice, to raise through accepted channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

In order to comply with the Asylum and Immigration Act 1996, it is Trust policy to check documentation of all applicants in respect of proper immigration status to work in the UK. Employment will not be offered to any applicant or employee who does not have valid leave to remain in the UK or is subject to conditions which prevent the individual from taking up employment.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

Safeguarding of individuals who come into contact with our services, whether a child or young person, person with Learning Disabilities or an older or vulnerable adult, is the responsibility of all employees of Berkshire Healthcare NHS Foundation Trust in whatever capacity they are employed.

SAFEGUARDING CHILDREN

The Trust adheres to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, and all employees have a duty of care and a responsibility to safeguard and promote the welfare of children.

SMOKE FREE

A smoke free policy is in operation and smoking is not permitted on any of the Trust's sites. The policy also applies to all persons travelling in vehicles (including owned and lease cars) whilst on official business. Smoking is not permitted in privately owned vehicles that are parked on Trust grounds, or when transporting services users or visitors on official Trust business. Staff will not be supported by taking additional breaks away from the workplace to smoke off site. Please refer to the Staff Smoke Free policy for further details.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD		
	Application Form	Interview	Selection Tool
Education/Qualifications <ul style="list-style-type: none"> • Registered Nurse/Paramedic • Post registration Advanced Clinical Study • Non-medical Prescriber • Current NMC/HCPC Registration • Minor illness qualification • Minor injuries qualification • Evidence of continuing professional development • To have undertaken study at master's level • To have undertaken accredited courses which enable Advanced Practitioner registration • Experience of teaching, delivering seminars • Qualification in teaching and assessing • Leadership/Management Qualification or willing to undertake 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>		
Previous Experience <ul style="list-style-type: none"> • Substantial post registration experience and two years' experience working at band 7 or equivalent • Experience of working in primary or community health setting • Experience of complex case management • Experience of financial management • Evidence of leadership skills • Experience of NHS Management • Evidence of successful Change Management • Evidence of NHS structure and leadership initiatives • Demonstrate a high level of clinical skills 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p>		

<ul style="list-style-type: none"> • Demonstrate an in-depth knowledge and experience of clinical examination, history taking, pharmacology, pathophysiology, etc • Experience of instigating and interpreting investigations and initiating appropriate plans of care for patients • Experience of promoting self-care • Cultural awareness • Experience of multi-agency working across service interfaces 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>		
<p>Knowledge, Skills & Abilities</p> <ul style="list-style-type: none"> • Research awareness skills • Evidence of undertaking Audit and developing action plans • Excellent communication skills • Able to communicate highly complex information situations including where there are barriers to understanding • Ability to lead and participate in the integration of multi-agency services • Proven ability to identify, develop and implement risk management and clinical governance systems at an expert level • Able to analyse and use information to inform practice and service needs • Computer literate • Demonstrates motivation, reliability and commitment to team working 	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>		
<p>Additional Requirements</p> <ul style="list-style-type: none"> • Demonstrates an enthusiastic and flexible approach • Ability to travel between Trust sites • Ability to be flexible with working days/hours 	<p>E</p> <p>E</p> <p>E</p>		

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