

Job Title: Nurse Practitioner/Advanced Clinical Practitioner /Paramedic

Band: 7

Responsible to: Clinical Lead UCC/ Walk in Centres

Accountable to: Head of Clinical Services Bedded rehab and Walk-In Centres

Bases: St Charles Centre for Health & Wellbeing / Parsons Green Health Centre/ Soho Centre for Health and Care

JOB PURPOSE

To provide high quality evidence-based care to patients attending with injuries and undifferentiated health problems. The post holder will be expected to work autonomously as a Nurse Practitioner/Advanced Clinical Practitioner /Paramedic

- Utilising expert diagnostic skills and clinical reasoning to provide autonomous, unscheduled care for patients presenting with acute undifferentiated conditions (most commonly minor injuries and ailments although some patients attending may present with complex health needs and / or acute on chronic conditions).
- The post holder will deliver care in collaboration with Emergency services, other health care professionals, statutory and voluntary agencies.
- To work in association with colleagues in defining standards of care and practice aimed at maintaining, developing, or improving quality.
- To work with the senior staff in the operational management and the organisational development of the service.
- Work shifts within the service during the operating hours.
- Prioritise and manage own workload with minimal supervision.
- Act as the Shift Leader on a rotational basis assuming responsibility for day-to-day management of the service.
- Take designated responsibility for discrete areas of operational management/clinical practice.
- Communicate highly complex and sensitive information to patients, carers, and other staff.
- Deliver care within a culturally sensitive framework.
- Implement, carry out disseminate and evaluate service audits.

KEY DUTIES AND RESPONSIBILITIES

Clinical Responsibilities

- Utilise advanced clinical and diagnostic skills and expert knowledge to carry out thorough assessments of physical and psycho-social needs of both adults and children in order to develop a comprehensive short term care plan aiming to optimising health and wellbeing of patients and where possible to prevent avoidable attendances/admissions to secondary care.

- To act as role model ensuring that assessment and treatments conform to best practice as agreed through organizational or nationally accepted NHS guidelines issued from approved sources such as NICE.
- To undertake the 'first contact' autonomous role through face-to-face client assessment and consultation.
- Request or perform and interpret tests using clinical judgment and expertise.
- Provide patients with evidence-based diagnosis and an appropriate treatment plan.
- Prescribe (as an Independent Prescriber) or use PGD's within clinical competency, ensuring that all duties in relation to medicines management meet required professional and CLCH standards.
- Undertake minor injury procedures, including wound closure with sutures, staples, tissue adhesive or steri-strips.
- Assessment of post-operative wounds and application of appropriate dressings.
- Limb assessment and treatment following minor injuries including requesting and interpretation of plain x-rays of limbs (St Charles only)
- Provide review of patients with musculoskeletal pathology, enabling onward referral to specialist clinics where appropriate.
- Fracture management (St Charles)
- Management of soft tissue injuries
- Assessment and management of patients with minor head injuries.
- Assessment and management of patients with minor ophthalmology presentations.
- Assessment and management of patients with ENT conditions.
- Assessment and management of patients with skin infections or issues.
- Assessment and management of patients with Respiratory tract infections.
- Assessment and management of patients presenting with minor gastrointestinal or urological presentations.
- To act as a triage assessment clinician, rapidly identifying and prioritizing patients requiring immediate or urgent care.
- Providing prompt emergency treatment and organizing emergency transfer to secondary care for patients requiring urgent care which cannot safely be provided within the Urgent Care Centre.
- Be aware of, and act in accordance with, the NMC/HPC Code of Conduct or relevant regulatory body, Standards and Guidelines.
- Deliver agreed clinical quality and performance standards within the services.
- Be goal and outcome orientated, whilst maintaining a high level of performance.

- To be alert to the needs of vulnerable people and be aware of safeguarding procedures for both children and adults.
- To liaise with the wider health and social care team and where appropriate initiate appropriate acceptance and referrals for in and out of the service, to ensure adequate care and support to patients.
- To supply and administer medication as outlined in CLCH medicines management policy, protocols or Patient Group Directions and adhere to NMC medicine management standards and maintain up to date knowledge of relevant legislation regarding medicines management.
- Assess the educational and informational needs of the patient and family to enable clients to carry out self-care as appropriate, through effective communication of health care advice. This includes producing and using appropriate materials to ensure optimum understanding and recognizing their needs for alternative methods of communication.
- Act in a manner that acknowledges patients right to make decisions and recognizes their responsibilities.
- Act as the patient's advocate, facilitating the patient's own choices regarding their care whilst promoting independence and self-care.
- Maintain confidentiality during communication consistent with legislation and CLCH policies
- To provide advice to clients in the correct use of GP and emergency service.
- To have knowledge of, and be able to effectively use local services and resources to promote patient care
- To be conversant with clinical competencies used within the services
- To keep accurate records of every consultation including assessments and advice given regarding care in line with the professional Code of Conduct and record keeping guidelines from the Nursing and Midwifery Council or HCPC.
- To develop and implement new protocols and guidelines with respect to evidence-based practice and extended scope practice within ailments and injuries
- To establish service priorities and areas for development with other members of the multidisciplinary team.
- To contribute to local clinical audit, and research initiatives as required.
- To ensure results of audits are acted upon and any recommended changes are implemented.
To maintain data relating to patient activity throughout the department working with IT systems
- To carry out risk assessments.
- To attend management and administrative meetings as appropriate.
- Ensure involvement of the patient and their careers in decision making, to improve understanding of their healthcare needs, promoting self-care as appropriate.

- Maintain up to date knowledge of support services for patients and carers from statutory, voluntary, and ancillary services.
- To undertake health promotion and disease prevention and to provide information and support to promote and optimize positive health and to constantly champion the principles of self-care and patient empowerment, referring on as appropriate.
- Be aware of, and act in accordance with, the NMC Code of Conduct, Standards and Guidelines, or HCPC standards of proficiency.
- When working in clinical areas monitor and maintain required stock levels (drugs/ dressings/ clinical equipment). Ensure hygiene and cleanliness standards are adhered to as per CLCH Infection Control Policy.
- Ensure at end of clinical shift that all clinical equipment, drugs, keys to drug cupboards and prescription pads are stored securely.
- Ensure that all clinical rooms are left tidy and secured when not in use.
- To carry out other duties, as required by line managers that are commensurate with grade and in line with the requirements of the post.

People Management

- To lead, motivate and support team members in the facilitation of professional and clinical development.
- Participate actively in the in-service training and provide teaching through mentorship and clinical supervision within the specialty.
- Provide operational management and clinical leadership for the team including punctuality, shift allocation and rest breaks and triage. Respond to immediate sickness absence (requesting Bank staff, as per protocol as required) and ensure efficient and effective use of resources and estates. Respond to clinical incidents, accidents and complaints in accordance with CLCH policy.
- Undertake assessment and appraisal of designated members of the team.

Quality and Performance

- To be conversant with all Human Resources policies and procedures for taking appropriate managerial action if required.
- Be aware of, and act in accordance with CLCH's clinical, operational and organisational policies and guidelines.
- Ensure that policies, procedures, clinical governance arrangements and lines of accountability are adhered to by the Urgent Care Centre/ walk in centre teams to ensure safe and effective clinical service delivery.
- Maintain accurate and contemporaneous records.
- As Shift/team Leader monitor, report and manage performance outcome measures, escalating to Clinical Leads as required.

- Complete statistical returns as required by CLCH including entering data onto the computerised systems within the required time frames.
- As Shift/Team Leader monitor standards and performance of the team, in line with clinical governance and CLCH objectives.
- Contribute to the development of clinical outcome metrics for the service including improved monitoring of the patient experience.
- Contribute to the induction of new members of staff.
- Ensure information provided for patients and their carers is accurate, adheres to current guidelines, is timely and accessible.
- Attend and contribute to service meetings and act on decisions made by the team
- To ensure that working conditions are safe in accordance with the health and safety at work act
- To report complaints, accidents and adverse untoward incidents as per CLCH policies
- To report any identified issues relating to the computer assisted system to senior staff when appropriate.
- Be responsible for the identification, ordering and management of supplies and equipment necessary for the delivery of high-quality clinical services
- To participate in the formal assessment and training of students ensuring that they receive mentorship/coaching in order that they reach their learning objectives

Education and Professional Development

- Be responsible for conducting annual appraisals/ regular reviews with designated team members.
- Facilitate clinical supervision on a regular basis to designated staff members
- To partake in continued professional development programs within the service and achieve the required level of training pertinent to the 'face to face first contact' role
- To actively participate with supervising and assessing junior staff. Identify training needs and provide training to team members.
- To take responsibility for own development learning and performance including participating in supervision and to share your clinical area of expertise and knowledge base with colleagues.
- Take responsibility for maintaining a record of your own personal development.
- To participate in regular personal performance reviews.
- To attend the required CLCH mandatory training programs.
- To continually identify training needs and contribute to the ongoing development of the unit as a learning organization.

- To maintain fitness to practice through learning and development and updating awareness of current advances in treatment, care, and research pertinent to the advanced nurse/Clinical practitioner role in unscheduled care.

Audit and Research Development

- Participate in audit and evaluation, data review (activity) and outcome measures.
- Participate in the audit of aspects of the service to monitor effectiveness and quality.
- Initiate feedback from service users and seek ways to ensure the service is responsive to patients' / clients' and carers' needs.
- Participate in research within the service and facilitate implementation into practice.
- Contribute to innovative approaches to practice in response to changing service needs and priorities and ensure agreed change is delivered.
- Put forward examples and ideas for good practice for change in service and care delivery
- Contribute to the publication of articles for relevant journals to raise the profile of urgent care services and the role of the autonomous, Advanced Practitioner.
- Be responsible for the care and safe keeping of equipment issued for personal and team use and to report any defect or loss.

Financial Management

- To be aware of available resources and implement cost-effective measures in planning patient care.

Policy Development

- Where designated contribute to service development activities.
- Where designated contribute to the development of discrete areas of clinical practice.
- Be actively involved in CLCH wide implementation of national guidelines and evidence-based practice.

General

- To meet the needs of the service and patients the post holder may at times be required to work with teams other than their own. The post holder may also be required to work from a different work base.
- This post is subject to the terms and conditions of employment of CLCH.

Person Specification

Job Title: Emergency Nurse Practitioner/ Nurse Practitioner/ Advanced Clinical Practitioner

Factors	Criteria	Assessment
Education/Qualification		
Essential	<ul style="list-style-type: none"> Registered Nurse with current NMC registration or Registered Health Professional (physio, paramedic) with HCPC. Evidence of continuing professional education and training at Masters level or completed level 7 module in advanced practice relevant to the service 	AF/C
Desirable	<ul style="list-style-type: none"> Independent Prescriber (or on pathway to complete) Qualification in prehospital care or community care Qualification in teaching or practice-based learning. University accredited Minor injuries Module University accredited paediatric advanced assessment module 	AF/C
Experience		
Essential	<ul style="list-style-type: none"> Proven experience of utilising expert diagnostic and clinical skills to provide autonomous, unscheduled medical care and management of patients presenting with undifferentiated and undiagnosed conditions. Experience of of caring for patients <u>2 years and older</u>. Experience in working autonomously in an emergency or other unscheduled care environment or working autonomously within a GP surgery. Proven ability to prioritise and manage own workload with minimal supervision. Experience of effectively working in collaboration, negotiating and liaising across organisational boundaries. Experience in monitoring clinical standards. 	AF/C/IV
Desirable	<ul style="list-style-type: none"> Experience of team / service/ staff management. Experience of implementing evidence-based care and developing others to do so Experience of conducting research projects and audit. Experience of change management and implementing change in practice. Evidence of innovation in practice. 	AF/IV

Skills and Knowledge		
Essential	<ul style="list-style-type: none"> Evidence of comprehensive range of clinical skills and expertise relevant to the role Competent in physical examination of patients of all ages. Able to work autonomously, planning and prioritising own workload and that of others Able to delegate work effectively and safely Able to deal with conflict and manage appropriately Ability to communicate effectively both verbally and in writing Able to identify own and other's learning and development needs and actively seek ways to meeting those needs Basic IT skills including use of Microsoft Office package and email Specialist knowledge in clinical reasoning, history taking, physical examination, diagnostic skills and prescribing/treatment. Advanced knowledge and understanding of anatomy and physiology of body systems. 	AF/IV
Desirable	<ul style="list-style-type: none"> Clinical knowledge across a range of long-term conditions. Knowledge of current NHS organisational structures and policy initiatives. Knowledge of recent developments in unscheduled care. Knowledge of monitoring service outcome measures. Knowledge of adult and children's safeguarding procedures. Knowledge of NMC Code of Professional Conduct. Knowledge of Personal Development Planning. Detailed knowledge of Primary Health Care and collaborative working with other care providers, e.g. social care and voluntary services Knowledge of the audit process and able to implement in practice Knowledge of evidence based practice and able to implement in practice Knowledge of clinical governance processes, assessing and managing risk Knowledge of clinical supervision Knowledge of how to implement equal opportunities in practice Able to manage difficult situations and address poor practice Able to lead and motivate a team and implement change 	IV
Other		
Essential	<ul style="list-style-type: none"> Able to carry out the duties of the post Able to work flexible shifts. Able to work from more than one work base. 	IV
<p>* Assessment will take place with reference to the following</p> <p>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</p>		

