

<b>JOB TITLE:</b>	<b>URGENT CARE PRACTITIONER</b>
<b>SALARY:</b>	Level 1-3 £20.50 - £26
<b>HOURS:</b>	37.5/week
<b>LOCATION/BASE:</b>	Beccles Medical Centre
<b>DEPT:</b>	Care Co-ordination
<b>REPORTING TO:</b>	Operationally: Care Co-ordination Managers Clinically: Clinical Lead
<b>RESPONSIBLE FOR:</b>	<b>Management:</b> No direct line management responsibility, but may be involved in mentoring and supervision of junior clinical staff on a day to day basis or more formally, as agreed <b>Leadership:</b> An agreed area of leadership responsibility <b>Teaching:</b> Agreed supervision of students and trainees attached to the practice

## JOB SUMMARY

The post holder is an Advanced Practitioner, acting within their professional boundaries. They will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment and evaluation of their care. They will demonstrate safe, clinical decision-making and expert care for patients within the general practice.

Health Education England describes advanced clinical practice as delivered by experienced, registered health and care practitioners. It is a level of practice characterised by a high degree of autonomy and complex decision making. This is underpinned by a master's level award or equivalent that encompasses the four pillars of clinical practice, leadership and management, education and research, with demonstration of core capabilities and area specific clinical competence. Advanced clinical practice embodies the ability to manage clinical care in partnership with individuals, families and carers. It includes the analysis and synthesis of complex problems across a range of settings, enabling innovative solutions to enhance people's experience and improve outcomes.

This job description covers many elements of the role but is not exhaustive. There is an opportunity in this role to develop skills and services within Beccles Medical Centre (BMC), including managing key clinical areas, training, and research.

## 1. SCOPE AND PURPOSE OF THE ROLE

“To deliver a high standard of patient care as an Advanced Clinical Practitioner in general practice, using advanced clinical skills, and a broad and in-depth theoretical knowledge base.”

The role is further defined in the embedded document:



ACP Primary Care  
Nurse Fwk 2020.pdf

As a member of GP consultant's Team (with various clinical skill mix) to either care for them or if this is not appropriate triage them to an appropriate appointment with another more appropriate clinician;

- To appropriately assess, examine, investigate, diagnose and treat patients, resulting in the safe management and/or appropriate referral, following practice guidelines and protocols
- Order/ interpret investigations, laboratory tests, x-rays and act on results as appropriate
- The practitioner will need to prioritise and triage the needs of patients accordingly making any necessary referrals for investigations in the appropriate manner. Patients with problems needing referral to secondary care could be discussed with the duty GP, where appropriate, who is supervising or if not available at an appropriate interval another regular GP in the practice before making such referral.
- To manage known exacerbations of chronic illness ensuring appropriate assessments, treatment and where appropriate onward referral to appropriate specialities facilitating self-care and/or care within the community setting.
- The post holder will work closely with the inter-professional team to support new ways of working that emphasises a more efficient and patient focused service acting as a professional clinical role model
- To play an active role in the development/ improvement and audit of processes that facilitates and improves patient flow.
- Practice with confidence and competence within appropriate nationally agreed professional guidelines such as NMC/ RCN / HEE Guidelines, the Health and Care Professions Council (HCPC) and the College of Paramedics (COP)
- To ensure that accurate documentation and records of patient care are kept.
- To provide specialist advice on patient care to the Practice team taking into account all aspects of clinical governance, and act as a specialist resource within the Practice
- To enhance the clinical services offered by the practice

## 2. JOB DIMENSIONS

- To manage own clinical workload in general practice responding effectively to patient need and ensuring patient choice and ease of access to services.
- To work effectively and within the boundaries of professional practice as part of a clinical team delivering services to meet patient's needs.

Each ACP at BMC will have a minimum of **THREE** areas of main clinical practice from the following options (but they may choose more than 3 to create a portfolio role):

- Home Visits
- Urgent Care
- Routine Clinics
- Intermediate Care ward duties (Beccles War Memorial Hospital)
- Long Term Conditions
- Personal specialty (e.g. women's health, minor surgery etc.)

- Each ACP at BMC will have an agreed area of leadership responsibility from the following options:
  - A Clinical specialty aligned with QoF (e.g cardiovascular medicine)
  - A Clinical specialty aligned with CQC (e.g. safeguarding)
  - A Management area (e.g. nurse lead)
  - A Quality Improvement support role (e.g. audit lead)
  - A Service Development support role
- Each ACP at BMC will have an agreed area of education and or research responsibility from the following options:
  - Research
  - Medical Student teaching
  - PA student teaching
  - GP Registrar supervision
  - Independent Prescriber training supervision
  - Care Navigator clinical upskilling

### **3. PRIMARY DUTIES & AREAS OF RESPONSIBILITY**

#### **A. CLINICAL PRACTICE:**

The post-holder will :

- Practise in compliance with their respective code of professional conduct and within their scope of practice, being responsible and accountable for their decisions, actions and omissions at this level of practice.
- Provide the choice of direct access to a prescribing Practitioner at home, in the Practice and remotely, for the general practice population
- Provide a first point of contact within the Practice for patients presenting with undifferentiated, undiagnosed problems, making use of skills in history taking, physical examination, problem-solving and clinical decision-making, to establish a diagnosis and management plan
- Instigate necessary invasive and non-invasive diagnostic tests or investigations and interpret findings/reports
- The post holder must be an independent prescriber: to prescribe safe, effective and appropriate medication as defined by current legislative framework
- Provide safe, evidence-based, cost-effective, individualised patient care
- Offer a holistic service to patients and their families, supporting people in making decisions, planning care or seeking to make positive changes, with an emphasis on prevention and self-care
- Promote health and well-being through the use of health promotion, health education, screening and therapeutic communication skills
- Refer patients directly to other services/agencies as appropriate
- Work with multi-disciplinary team within the Practice, and across the broader healthcare community, to promote integrated and seamless pathways of care
- Contribute to the practice achieving its quality targets to sustain the high standards of patient care and service delivery
- Participate in identification of community health needs and develop patient/family-centred strategies to address them
- Help develop and set up new patient services and participate in initiatives to improve existing patient services.

## **B. EDUCATION, TEACHING AND MENTORING:**

The post-holder will :

- Maintain a clinical portfolio that evidences advanced health assessment skills and competencies. In conjunction with their clinical supervisor formulate a personal development plan to evidence a commitment to continual professional development. Using agreed competency framework appropriate to the individual's scope of practice.
- Participate in regular performance review with the Clinical Supervisor
- Demonstrate and meet competencies to deliver appropriate health care such as history taking and physical assessment.
- Participate in continuing professional development opportunities to ensure that up-to-date evidence-based knowledge and competence in all aspects of the role is maintained
- To undertake further specialist training as dictated by service needs and the changing requirements of service provision.
- Promote a learning environment for patients, nurses and other health professionals.
- Support the wider team to build capacity and capability through work-based and interprofessional learning, and the application of learning to practice.
- Contribute to the planning and implementation of the teaching for existing staff, such as medical students, Nurse students, GP registrars, Health Care Practitioners, within the Practice.
- Provide supervision and mentoring to students and other members of the team

## **C. PROFESSIONAL (incorporating Leadership and Management and Research)**

The post-holder will :

- Promote evidence-based practice through the use of the latest research-based guidelines and the development of practice-based research.
- Monitor the effectiveness of their own clinical practice through the quality assurance strategies such as the use of audit and peer review
- Maintain their professional registration
- Record accurate consultation data in patients records in accordance with the latest NMC guidance and other pertinent standards
- Keep up to date with pertinent health-related policy and research. Critically appraise and synthesise the work to underpin own practice and to inform others within the practice team to consider the impact and strategies for implementation
- Work collaboratively with colleagues within and external to the practice.
- Demonstrate team leadership, resilience and determination, managing situations that are unfamiliar, complex or unpredictable and seeking to build confidence in others.
- Pro-actively promote the role of allied professionals within the Practice, and externally to key stakeholders and agencies
- Act as an advisor to other members of the Primary Healthcare team.
- Proactively initiate and develop effective relationships within the practice to encourage productive working.
- Participate in multi-disciplinary protocol and Patient Group Directions development
- Identify appropriate opportunities to delegate both clinical and administrative tasks to more junior staff.
- Help the practice operate in a cost-effective manner.
- Identify and manage care risks on a continuing basis.
- Participate in practice meetings and practice management meetings, reporting progress as required.
- Evaluate own practice and participate in multi-disciplinary service and team evaluation. Actively engage in peer review to inform own and others practice, formulating and implementing strategies to act on learning and make improvements.

- Work closely with others in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets.
- Ensure that all Practice policies are fully implemented

**4. HEALTH AND SAFETY/RISK MANAGEMENT**

- The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).

**5. EQUALITY AND DIVERSITY**

The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

**6. RESPECT FOR PATIENT CONFIDENTIALITY**

The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

**7. SPECIAL WORKING CONDITIONS**

- The post-holder is required to travel independently between practice sites, patient homes (where applicable), and to attend meetings etc hosted by other agencies.
- The post-holder will have contact with body fluids ie, wound exudates; urine etc while in clinical practice.
- The practice operates extended hours and the post holder may be required to work some extended hours shifts, as agreed in the employment contract.

**8. REHABILITATION OF OFFENDERS ACT 1994 (optional)**

Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

**9. JOB DESCRIPTION AGREEMENT**

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. All members of staff should be prepared to take on any additional duties or relinquish existing duties in order to maintain the efficient running of the Practice.

	Supervised Practitioner L1	Clinical Practitioner L2	Advanced Clinical Practitioner L3
Named clinician for a patient list	No	No	No
Responsibilities	Will be in a team attached to a list and contribute, under the leadership of the list GP to the full scope of clinical work of the list and have an opportunity to contribute to QI work for their personal appraisal. They will be supervised in their role.	Will be in a team attached to a list and contribute, under the supervision and leadership of the consultant GP, to the full scope of clinical work of the list (patient facing and non-patient facing) and contribute to QI work directed by the QI manager. For those working towards full ACP it is a training role to allow upskilling in all four areas of BMC clinical practice – clinics, UCT, ward work & home visits as well as all 4 areas of advanced clinical practice	Will be in a team attached to a list and contribute, under the supervision and leadership of the list GP to the clinical (patient facing and non-patient facing) and QI (quality improvement) work of the list.
Scope of Practice	This is profession specific.	Prescribers, as part of their prescribing module are trained to undertake advanced clinical assessment, to prescribe and to process pathology results relevant to their prescribing.	Area specific: Primary Care, including primary care mental health, urgent primary care and primary care obstetrics (except non-midwife qualified nurses) The core capabilities as per ACP framework.
Leadership	Expectation is that of leadership appropriate to their professional registration only	Expectation is that of leadership appropriate to their professional registration only.	Each ACP will have an area of leadership responsibility agreed.
Education	May agree to have students shadowing	May agree to have students shadowing	ACPs will be expected to contribute to the general education of other staff and students in the practice and have a formalised education area
Research	May be agreed, but not essential.	May be agreed, but not essential.	Quality improvement projects, as per the ACP framework.
Extra Roles	Supervised prescribers may contribute to urgent care under the supervision of their list GP depending on their profession and may agree extra roles but this is not essential.	Clinical Practitioners will contribute to urgent care and one other area of practice. They may agree other roles for a portfolio but this is not essential	ACPs may be expected to contribute to home visits, ward work, reports and palliative care within their team, with a regular core of 3 areas of practice within their agreed job plan.
Pay	£20.50	£22.00 p/h	£26.00 / hour
Hours	37.5 hours/week FT	37.5 hours/week FT	37.5 hours week/FT
Minimum Qualification	Core nursing, pharmacy degree or paramedic qualification Independent Prescriber	Core nursing, pharmacy degree or paramedic qualification Masters modules - Advanced Clinical Assessment and Prescribing	Core nursing, pharmacy degree or paramedic qualification Masters modules - Advanced Clinical assessment and Prescribing

**Person Specification: Advanced Clinical Practitioner**

No	Criteria	Essential	Desirable
	<b>Education / Qualifications</b>  Registered General Nurse / Registered Paramedic  Post registration qualification to evidence autonomous clinical practice relevant to Urgent Care  Further professional qualification e.g. ECP/ENP/nursing degree  Masters Level Award covering and assessing all 4 pillars of advanced clinical practice (clinical practice, leadership and management, education and research)	X   X X	    X
	<b>Experience</b>  Post registration experience to evidence autonomous clinical practice relevant to Urgent Care or General Practice  Experience of working within a multi-disciplinary team in an acute or Primary Care setting  Highly developed specialist knowledge underpinned by theory and experience  Experience of working under pressure and managing varying workloads and changing demands  Administration of medications within Patient Group Directions (PGD's)  Sound knowledge of local primary care services including key players  Demonstrable experience of CPD and desire to actively engage in ongoing learning of self and others.  Demonstrable experience of advanced clinical knowledge in all age groups, without limitation in scope  Able to evidence safe prescribing practice <u>and</u> is an Independent Prescriber	X   X X X X X X	  X          X

	<p><b>Skills &amp; Abilities</b></p> <p>Ability to support and manage a case-load of patients including assessment, planning, monitoring and evaluation, including providing health promotion and education to patients and carers.</p> <p>Working autonomously and within professional boundaries when ordering tests, requesting investigations and developing interventions. Minimal supervision and support required.</p> <p>Able to seek support from peers when faced with patients with presenting conditions outside of their clinical knowledge</p> <p>The ability to exercise a high level of personal/professional autonomy and make critical judgments to meet the expectations and demands of the role and service.</p> <p>To use advanced health assessment, examination, diagnosis and treatment within an agreed scope of practice</p> <p>Ability to demonstrate effective written and verbal communication skills and excellent inter-personal and counselling skills</p> <p>Direct responsibility for the management of patients within own caseload and supervision/development of junior members of the multidisciplinary team.</p> <p>Ability to liaise effectively with members from other Health Care Providers within Primary and Secondary Care and external agencies as required</p> <p>Ability to work on own initiative and prioritise own work and work within a team</p> <p>Able to participate with clinical audit</p>	<p>X</p> <p></p> <p>X</p> <p></p> <p></p> <p></p> <p></p> <p>X</p> <p></p> <p>X</p> <p></p>	<p></p> <p>X</p> <p></p> <p>X</p> <p></p> <p></p> <p>X</p> <p></p> <p></p> <p></p>
	<p><b>Personal qualities</b></p> <p>Committed and Enthusiastic to service and personal development</p> <p>Team Player</p> <p>Flexibility of working hours</p> <p>Willing to embrace change that will enhance the quality of the service and contribute to developing patient quality audits and pathways</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p>