

**The Poplars Medical Centre
Job Description**

Job Title:	Practice Nurse
Hours of Work:	Negotiable
Line Manager reporting to:	Non Clinical Partner
Accountability:	The Partners

JOB SUMMARY

Working in accordance with the UKCC Code of Conduct, the post holder is responsible for the delivery of general practice nursing to the whole practice population. The focus of the role is both the delivery of evidence-based practice for patients presenting with a long term condition, and the provision of preventative healthcare to the practice population. As an autonomous practitioner the nurse is responsible for the care delivered, demonstrating critical thinking and skills in clinical decision-making in the management of patients. They will work collaboratively within the general practice team to meet the needs of patients, support the delivery of policy and procedures, and provide nurse leadership as required.

Key duties and responsibilities - Clinical practice

- Assess, plan, develop, implement and evaluate treatment programmes that promote health and well-being.
- Assess, plan, implement and evaluate individual treatment plans for patients with a known long-term condition.
- Proactively identify, diagnose and manage treatment plans for patients at risk of developing a long-term condition as appropriate
- Work with other health care professionals to diagnose, monitor, manage and treat long-term conditions, including non-drug-based treatment methods using a management plan, and in line with national and local policies and practice needs
- Review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols
- Work with patients in order to support adherence to prescribed treatments
- Provide information and advice on prescribed or over-the-counter medication on medication regimens, side-effects and interactions.
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Support patients to adopt health promotion strategies that promote patients to live healthily, and apply principles of self-care.
- Support and manage health needs of women presenting for family planning and cervical cytology consultations.
- Recognise, assess and refer patients presenting with mental health needs in accordance with the *NSF for Mental Health*.
- Implement and participate in vaccination and immunisation programmes for both adults and children.
- Advise, support and administer vaccinations where appropriate for patients travelling abroad.

Human Resources -Leadership – personal and people development

- Take responsibility for own learning and performance including participating in clinical supervision and acting as a positive role model.
- Support staff development in order to maximise potential
- Participate in annual appraisal and regular supervision of the nursing team.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice
- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging any complacency or actions that are not in the interest of the public and/or users of services
- Critically evaluate and review innovations and developments that are relevant to the area of work
- Lead the practice nursing team and ensure support structures are in place for the smooth running of the practice
- Take a lead role in planning and implementing changes within the area of care and responsibility
- Work with practice management to ensure sufficient staff of appropriate ability, quality and skill-mix are available to meet current and future service delivery, that selection and recruitment processes are effective and that equality of treatment of the team incorporates quality HR principles and processes
- Participate and contribute to the development of local guidelines, protocols and standards.
- Maintain effective communication with those responsible for the overall commissioning and procurement process
- Maintain active involvement in the planning and processes of practice-based commissioning or similar initiatives
- Promote the role of the nursing team in the provision of care

Team working

- Understand own role and scope and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence
- Create clear referral mechanisms to meet patient need
- Prioritise own workload and ensure effective time-management strategies are embedded within the culture of the team
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery
- Discuss, highlight and work with the team to create opportunities to improve patient care
- Manage and lead on the delivery of specifically identified services or projects as agreed with the practice management team
- Agree plans and outcomes by which to measure success
- Contribute to effective teamwork with a wide range of people including nursing, medical, allied health professionals, social work and administrative colleagues as well as service users, families, and carers.

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate with and support patients who are receiving 'bad news'
- 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
- Anticipate barriers to communication and take action to improve communication
- Maintain effective communication with individuals and groups within the practice environment and with external stakeholders
- Act as an advocate for patients and colleagues
- Ensure awareness of sources of support and guidance and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate

Delivering a quality service

The post-holder will strive to maintain quality within the Practice, and will:

- Recognise and work within own competence and professional code of conduct as regulated by the NMC
- Assess own performance and take accountability for own actions, either directly or under supervision
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to NSF, NICE & QOF guidelines and evidence-based care
- Active participation in management of Long Term Conditions
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
- Initiate and participate in the maintenance of quality governance systems and processes across the organisation and its activities
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other clinical teams, collaborate on improving the quality of health care responding to local and national policies and initiatives as appropriate
- Evaluate patients' response to health care provision and the effectiveness of care
- Support and participate in shared learning across the practice and wider organisation
- Use a structured framework (e.g. root-cause analysis) to manage, review and identify learning from patient complaints, clinical incidents and near-miss events
- Assess the impact of policy implementation on care delivery
- Monitor and develop the performance of the practice nursing team providing feedback as appropriate.
- Understand and apply legal issues that support the identification of vulnerable and abused children and adults, and be aware of statutory child/vulnerable patients' health procedures and local guidance.
- Ensure the whole team have skills and knowledge regarding domestic violence, vulnerable adults, substance abuse and addictive behaviour. Provide guidance and support to ensure appropriate referral if required
- Effectively manage own time, workload, and resources.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance , providing feedback as appropriate

- Work effectively with individuals in other agencies to meet patients' needs

Managing information

- Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information
- Review and process data using accurate read codes in order to ensure easy and accurate information retrieval for monitoring and audit processes
- Understand responsibility of self and others to the practice and primary care trust regarding the Freedom and Information Act
- Monitor and confirm that the nursing team are receiving and processing data and information in an agreed format
- Collate, analyse and present clinical data and information to the team
- Communicate essential financial restraints with the team and discuss with them ideas for effective and efficient working within these constraints

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- Undertake mentorship for more junior staff, assessing competence against set standards
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g. courses and conferences)
- Assess own learning needs and undertake learning as appropriate
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning
- Participate in annual appraisal.

Freedom to Act

- Undertake clearly defined work according to practice/PCT protocols or as agreed by registered practitioners/clinician.
- Work at all times within established protocols and procedures
- Accounts directly to a registered health practitioner for all aspects of care.

Effort & Environment

- Use of PC on a daily basis requiring a high level of concentration for speed and accuracy.
- Receives highly sensitive and confidential information from patients and Practice staff.
- Requires main proportion of time sitting but some degree of standing and walking.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating

- to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks by conforming to health, safety and security legislation, policies, procedures and guidelines
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards within the practice according to local and national guidelines
- Reporting potential risks identified.
- Assist in maintaining a safe working environment for self, patients, carers and the multidisciplinary team.
- Alert other members of the practice team to issues of quality and risk identified within in work with patients.
- Ensure appropriate supervision of safe storage, rotation and disposal of vaccines and drugs and checking all medical equipment.
- Oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements where appropriate
- Ensure the nursing team undertakes mandatory and statutory training requirements

Equality and Diversity

The post-holder will support the equality, diversity, and rights of patients, carers, and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner, which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities, and rights.
- Interpret the rights and responsibilities of people in ways that are consistent with legislation and policies.
- Actively promote equality, diversity, right and responsibilities providing clear and up to date information, and support, being an advocate for others exercising their rights and making complaints when rights have been compromised or they have been discriminated against.
- Challenge discrimination by individuals and oppression by agencies that infringe the rights of others.

Contribution to the Implementation of Services

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.

Due to the Practice's commitment to continuous improvement, it is likely that the post will evolve over time. These duties will be subject to regular /appraisal and any amendments will be made in consultation and agreement with the post holder.

Person Specification

Job Title:	Practice Nurse
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This is a specification of the qualifications, experience, skills, knowledge and abilities that are required to effectively carry out the responsibilities of the post (as outlined in the job description) and forms the basis for selecting a candidate.

Criteria	Essential	Desirable	Assessed by
Qualifications/ Training/ Education	<ul style="list-style-type: none"> • Registered first level nurse • Relevant nursing/health degree • Clinical supervision training and experience 	<ul style="list-style-type: none"> • Community nursing specialist qualification • Mentor /Teaching qualification • Independent/Supplementary nurse prescribing qualification 	Application References Certification Interview
Experience	<ul style="list-style-type: none"> • Minimum 3 years post registration experience • At least 2 years recent primary and community nursing experience • Nurse-led management of minor illness, minor ailments and injuries • Compiling protocols and clinical guidelines • Leadership in quality initiatives such as clinical benchmarking • Audit • Research • Childhood health surveillance and immunisation clinic experience 	<ul style="list-style-type: none"> • Practice nurse experience 	Application Interview
Knowledge	<ul style="list-style-type: none"> • Local and national health policy • Wider health economy • Clinical governance issues in primary care • Patient group directions and associated policy • Management of patients with long-term conditions. • Management of patients with complex needs. • Accountability of own role and other roles in a nurse-led service • Knowledge of health promotion strategies 	<ul style="list-style-type: none"> • Knowledge of public health issues • Knowledge of public health issues in the area. 	Application Interview References

Skills	<ul style="list-style-type: none"> • Clinical leadership skills • Communication skills, both written and verbal • Good communications skills demonstrating empathy, understanding and reassurance • Negotiation and conflict management skills • Change management • Teaching and mentorship clinical setting • Resource management • Planning & organisational skills • Negotiating behaviour change • IT skills • Clinical skills – cytology, immunisation and vaccination 		Application Interview References
Physical and Mental Requirements	<ul style="list-style-type: none"> • Ability to react sensitively and professionally to unforeseen clinical and non clinical situations • Frequent contact with body fluids • Required to use a VDU for long periods during the working day • Required to undertake prolonged concentration • Ability to handle simple medical equipment e.g. ECG Machine • Car driver • Capable of managing time effectively and with flexibility • Self motivation • Cheerful, friendly and approachable 		Application Interview References

Signed by Practice Manager	
Date	

Signed by Employee	
Date	

Signed by responsible Director	
Date	

For Office Use Only:

Date Received	
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