

Job Title:	Virtual Ward Advanced Nurse Practitioner
Reports to (job title):	Clinical Service Manager/Clinical Lead
Line Manager to:	VW Nurses and HCAs

## Job purpose

Virtual Wards are a key delivery model for NHS England in ensuring appropriate patients can safely have their acute health care needs met in the community or reduce their acute hospital length of stay, by the transferring of their care to a community virtual ward. The patients will either remain under an acute consultant or with Community Geriatrician oversight. In Dartford Gravesend and Swanley (DGS) we have been working with our partners delivering Virtual Wards since 2023. This service continues to evolve as more national guidance are developed, to ensure the model of care is cohesive, to improve effective communication and integrated clinical pathways to further enhance quality care for patients and improved outcomes, increasing care provisions outside of acute hospitals and in patients' home.

The post holder will:

- Be responsible for proactively managing virtual ward patients requiring complex case management to prevent hospital admissions and facilitate early discharge to improve patient health outcomes.
- Work very closely with the Urgent Care Rapid Response team and other community teams in facilitating stepping up of patients with complex care needs into the VW requiring intermittent or continuously monitoring and can be safely managed in community.
- Work with colleagues to support the integration of care pathways and patient care across community and acute settings.
- Support the clinical lead to ensure the provision of an accessible, responsive, equitable, high quality, safe, efficient, and clinically effective Virtual Ward in-line with NHSE guidance that is aligned to the needs of the local population.

## Job Summary

The post holder will be responsible for the nursing care given to patients with sub-acute conditions in identified Virtual Ward community settings, without direct supervision. The post holder will provide evidence-based care, advice and information to patients and carers enabling them to enjoy maximum independence and optimum quality of life.

The post holder will proactively manage a caseload of patients requiring complex case management in order to prevent hospital admissions and facilitate early discharge to improve patient health outcomes.

Patients requiring case management in the Rapid Response and Virtual Ward service will be identified by case-finding in the Same Day Emergency Care (SDEC) unit, Accident and Emergency department, DVH wards and also via Community referrals e.g., GP, Care Homes, Community Nurses, and SECamb Services

Key partners are Darren Valley Hospital and its Emergency Departments, assessment units, acute wards, community nurses, LAS, and DGS GPs.

Patients will be identified as not requiring hospital admission but needs Community support in order to go home safely.

Working autonomously, the post holder will have continuing responsibility for proactively monitoring and managing, patients on the VW. The post holder will be expected to develop skills in physical assessment, diagnostic reasoning, and nurse independent prescribing. Using these skills will assist in the recognition of early symptoms of disease exacerbation, acute illness, and injuries.

The post holder will be expected to co-ordinate care and navigate the patient through pathways across the primary, secondary care interface, including the prevention of unnecessary admissions, facilitating appropriate ones through in-reach case finding in both the hospital setting also via GP referral.

Care, compassion, competence, communication, courage, and commitment will underpin all care delivered as well as Standards for Better Health Care, National Service Frameworks, the long-term conditions agenda, hospital avoidance and care closer to home.

The post holder will be a senior nurse within the DGS VW Service and therefore act as a clinical leader and role model to staff, offering clinical advice on the care of patients with complex needs as required. They will work with other clinical professionals to support the integration of care pathways and patient care across community and acute settings. This post will also involve in reach to DVH to identify patients for early discharge into the VW.

## Main Duties and Responsibilities

### Clinical/Professional Role:

- Provide specialist, high quality, expert nursing care and support for patients who are suitable for Virtual Ward (VW) care in liaison with the multidisciplinary teams (MDT) through assessment and care planning.
- Initiate agreed range of diagnostic tests.
- Refer to other disciplines/professions when required.
- Support patients to self-manage, monitor their condition, and make informed choices.
- Act as a named nurse for designated patients within the service.
- Ensure that nursing documentation is maintained to required standards and to be a competent user of the EMIS Electronic Patient Record System.
- Participate in clinical supervision to agreed standard.
- Ensure high standards of care are given to all patients.
- Advise patients on the promotion of health and the prevention of illness.
- Be responsible for gaining intravenous access and administration of prescribed medication for patients

requiring short-term antibiotics and for monitoring their care.

- Collaborate with medical colleagues in ensuring that appropriate investigations and procedures are performed to complete the patients' treatments and that patient, and their families are fully informed and understand the purpose for these.

#### Liaison:

- Promote the service and support clinical staff to facilitate the safe, effective, and appropriate transfer of patients identified as suitable for VW care from ED, wards, and the community.
- Work with and be responsible for the case management of patients identified for VW.
- Attend multidisciplinary meetings and participate in cascading information from these meetings to relevant parties.
- Record data and support the collection of data for performance monitoring and reports.
- Maintain a patient database to monitor patient outcomes and to audit the effectiveness of the VW Service with the aim of developing the service.
- Understand the protocols and pathways for VW and work with the MDT.
- Advise and recommend appropriate discharge options to patient, family, and MDT in relation to any further care needs following discharge such as community nursing.
- Provide a follow up process of contacting patients being case managed, for example following up test results.

#### Management / Leadership responsibilities

- Management and co-ordination of patient care
- Develop patient condition specific management plans with medical staff to improve patient clinical management.
- Ensure other nursing staff are aware of pathways and procedures relating to VW. Disseminate any changes in policy and procedures in a timely manner and to work within them.
- Attend appropriate internal and external meetings as representative of HCRG Care Group in relation to the VW Nursing role and responsibilities.
- Actively participate in the development of the VW service.
- Assist in the development of VW pathways, associated protocols and relevant patient group directions to ensure that patients are suitable for the service are identified as early as possible during their ED visit, inpatient stay, are recruited into the service, assessed and a plan of care agreed.
- Gain real time feedback from the users of the service to ensure that they are benefiting and that the service delivery is the best possible.

- Contribute to a summary report and clinical audit of the service and evaluate its effectiveness on patient outcomes.

## Quality

- Work within HCRG Care Group Health Quality and Assurance Standards including the monitoring and reviewing of quality standards, policies and protocols as required within the service.
- Take the service lead in areas where there is a specific nursing need as agreed with the Operational/Clinical Lead.
- Ensure that the care given meets the standards and policies set by HCRG Care Group. To inform line management of constraints that will prevent these standards from being met.
- Respond promptly to any incident where service quality has fallen below an acceptable standard and report to the Operational/Clinical Lead. To investigate such incidents and set action plans to ensure that identified weaknesses are resolved.
- Investigate complaints and clinical incidents as delegated by the Operational/Clinical Lead, making recommendations about changes to practice and service that may result.
- Always ensure compliance with Statutory and Mandatory training requirements.

## Professional Development and Responsibilities

- Participate in research projects, clinical audit and/or innovations following agreed policy and protocol, leading on these in certain areas as agreed with the Operational/Clinical Lead.
- Contribute to the development of the VW by participating in working parties, committees and planning and discussion groups as agreed with the Operational/Clinical Lead.
- Submit timely information relating to service performance indicators and balanced score cards to Operational/Clinical Lead and the Quality and Assurance Department.
- Regularly participate in clinical supervision and act as a clinical supervisor to junior staff.
- Where the post holder has expertise, act as advisor/resource person to other staff.
- Participate in training as appropriate of undergraduate student nurses, NVQ candidates, staff nurse's competency framework participants, GP trainees and other trainees.
- Participate in resource projects and health promotion programmes as requested.
- Perform teaching sessions for staff in a variety of settings.
- Undertake duties as delegated by the Operational/Clinical Lead.

## Research

- Promote the development of evidenced based practice.

- Participate in agreed research projects, clinical audit and/or innovations subject to discussion with and following agreed policy and protocol.
- Contribute to the development of VW by participating in working parties, committees and planning and discussion groups.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day-to-day, but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and

procedures including NHS mandated encryption requirements

- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to always observe strict fire and security precautions.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance with

the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

## **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## **Policies and Procedures**

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## **General**

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## **Equal Opportunities**

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## **Flexibility Statement**

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

#### Qualifications and Training

- Registered Nurse, current registration with the NMC
- Mentorship qualification
- Relevant post graduate Community Nursing/Acute Nursing speciality qualification/ training
- Registered Independent Non Medical Prescriber
- Leadership qualification/ training

#### Experience

- Minimum of 5 years post registration experience, including at least 2 years working in a supervisory / managerial capacity at minimum band 7 level within a community/acute nursing setting
- Evidence of enhanced clinical practice at Masters level in relevant speciality
- Experience of effective budget and resource management
- Initiating research and / or audit and implementing changes / improvements in practice
- Experience of initiating, managing and evaluating change
- Experience of giving presentations to a wide audience

#### Knowledge

- In depth knowledge and understanding of current health and social care policy, legislation, ethical practice, Clinical Governance and CQC requirements
- High levels of understanding of nursing body requirements including The NMC Code, revalidation, nursing standards, peer review and clinical supervision
- Good knowledge of national guidelines e.g. NICE and NSF's
- Knowledge of research and current evidence-based practice
- High levels of knowledge, understanding and experience of multi-disciplinary working and inter-professional practice

#### Skills

- Demonstrable experience of working across organisational boundaries and teams
- Demonstrates ability to think at a strategic level
- Experience of transformational leadership
- Able to plan, organise and re-prioritise own work under pressure
- Demonstrates initiative and good interpersonal skills
- Excellent analytical and reflection skills
- Able to influence, negotiate and motivate others



- Able to write and present complex case reports business cases
- Advanced keyboard, IT skills including the use of emails

**Additional Essential Requirements:**

- Enthusiastic, assertive and self motivated
- Flexible and able to respond to changing priorities
- Reliable, respectful and approachable
- Car driver and able to travel across DGSS

**Desirable**

- Management qualification
- Post Registration Teaching Qualification
- Experience of presentations outside of own organisation
- Experience of teaching on higher educational award courses

**Employee signature**

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**Manager signature**

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