

Job Title:	Advanced Clinical Practitioner/ Emergency Care Practitioner Agenda for Change Band 8A
Reports to (job title):	Head of Operations
Line Manager to:	Community Hospital Ward Matron

Job purpose

You will be responsible for contributing to the holistic assessment, planning, delivery and evaluation of patient care. You will deliver nursing care in accordance with national and local priorities, organisational guidelines, policies, and procedures and in accordance with the Nursing and Midwifery Council.

You will be required to lead in innovative projects and service development to benefit patients and colleagues

The role requires close collaboration with the GP and other health, social care and voluntary organisations including but not limited to therapists, mental health, social workers, care navigators, case managers

Suitable candidate will deliver general health care support, including Wound Care, ECG's, healthcare assessments, and other similar activity.

Key Clinical Responsibilities

- Assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis
- Clinically examine and assess patient needs from a physiological and psychological perspective, and plan clinical care accordingly
- Proactively identify, diagnose, and manage treatment plans for patients at risk of developing a long-term condition (as appropriate)
- Diagnose and manage both acute and chronic conditions, integrating both drug- and non-drug-based treatment methods into a management plan
- Prescribe and review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice
- Work with patients to support compliance with and 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 healthy lifestyles, and apply principles of self-care

Communication

- 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 within the practice environment and with external stakeholders
- Act as an advocate for patients and colleagues
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate

Delivering a quality service

- Recognise and work within own competence and professional code of conduct as regulated by the NMC.
- 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 NICE guidelines and evidence-based care
- 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
- 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

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 to maximise potential
- Critically evaluate and review innovations and developments that are relevant to the area of work
- Enlist support and influence stakeholders and decision-makers in order to bring about new developments in the provision of services
- Take a lead role in planning and implementing changes within the area of care and responsibility
- Contribute to the development of local guidelines, protocols, and standards
- Market the role of the advanced nurse practitioner in general practice

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

Management of risk

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines
- Apply infection-control measures within the practice according to local and national guidelines
- Advocate for policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all
- Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice

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 to ensure easy and accurate information retrieval for monitoring and audit processes
- Manage information searches using the internet and local library databases
- Understand responsibility of self and others to the practice and primary care trust regarding the Freedom and Information Act

Learning and development

- 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

Equality and diversity

- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Support people who need assistance in exercising their rights
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in the observance of equality and diversity good practice
- Accept the rights of individuals to choose their care providers, participate in care and refuse care
- Assist patients from marginalised groups to access quality care
- Undertake any training required to meet the needs of the practice

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

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

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

- Recognised Nursing Degree Qualification (or equivalent)
- Registered with the NMC
- Masters in relevant area or working towards
- Independent Nurse Prescriber
- Advanced Clinical Assessment Skills
- Experience with Frailty/older persons care
- Evidence of achieving Autonomous Practitioner Competencies in Adult Nursing.

- Evidence of project work / research / audit in area of clinical interest
- Teaching and Assessing Qualification
- Understanding of the principles of clinical governance and audit
- Knowledge of standards of record keeping
- Good presentation skills, both verbal and written
- Evidence of maintaining and developing clinical skills and theoretical knowledge
- Experience of assisting with training and supporting students
- Excellent interpersonal skills including observation, listening, negotiation and empathy
- Good organisational and problem-solving skills
- Able to work on own, and as part of a team
- Car driver and holder of clean UK driving Licence
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Desirable

- More advanced IT skills/knowledge of software packages/spreadsheets

Employee signature

Manager signature
