

Please note that the emphasis of this role in the short-term, is setting up acute clinics for urgent care and assisting with telephone demand. The successful candidate will have an opportunity to shape the evolution of the role and consequently this job description should be considered indicative, with mutually agreed changes in the medium term possible, for example the introduction of home visits and triage work, if it becomes apparent that this is an appropriate direction of travel.

FALLODON WAY MEDICAL CENTRE **JOB DESCRIPTION**

JOB TITLE: ALLIED HEALTH PROFESSIONAL

REPORTS TO: THE NOMINATED PARTNER (Clinically)
THE PRACTICE MANAGER (Administratively)

HOURS: 25 hrs per week

Job Summary:

To provide a high standard of clinical support to the practice, in relation to undifferentiated adults presenting with “on the day” problems, whether via face to face or telephone consultation or via home visit.

Roles/Specific tasks

- Provide a first point of contact for face to face consultations with adults (aged 16 years plus) with an acute problem who wish to consult a clinician that same day. The consultation will include history taking, clinical assessment, diagnosis, treatment and evaluation of their care. It will demonstrate safe, clinical decision-making and expert care for patients within the general practice in an evidenced based, cost effective, individualised manner.
- Instigate diagnostic tests of investigations as needed and interpret the consequent findings,
- Work collaboratively with the multi-disciplinary general practice team to meet the needs of patients, supporting the delivery of policy and procedures and building effective team relations.
- Triage of acute clinical telephone messages to resolve clinical questions where possible, and triage calls appropriately where not possible.
- Make contemporaneous records of the consultation regardless of channel of consultation
- Prioritise health problems, intervening as necessary, making appropriate referrals to secondary care and /or signposting patients to other services as needed
- Promote health and well-being amongst the patient base of the practice through health promotion, education and screening programmes.
- Participate in practice activities in relation to performance related work, including QOF, LES and DES activity.
- Where the post-holder is an independent prescriber, prescribe safe effective medications to meet patient needs, as defined by current legislative framework and the local formulary.
- Cross cover absent colleagues where skills are appropriate.

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
- 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
- Reporting potential risks identified

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 recognizes 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.

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 to ensure up to date evidenced based knowledge and competence is maintained.

Quality:

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

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- 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
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage time, workload and resources
- Be familiar with and comply with the practice Clinical Governance standards, policies and procedures.
- Participate in audit where appropriate
- Contribute to the continuous improvement of the practice

Communication:

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Build effective communications, recognising people's needs for alternative methods of communication and responding accordingly

This list of actions is not exhaustive and you should recognise that t practice has the right to require you to undertake other reasonable tasks which fall within your competency

Lmf 14.11.18