

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Nurse Practitioner
<b>RESPONSIBLE TO:</b>	Lead Nurse
<b>LOCATION(S):</b>	Primarily based at the Charlotte Keel Medical Practice, Charlotte Keel Health Centre, Seymour Road, Easton, Bristol. BS5 0UA. Occasionally will be expected to work / attend meetings at additional sites.

### Job Context

BrisDoc currently operates the following services: (1) An Out of Hours GP service within Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices; (2) Daytime GP Practices (Broadmead Medical Centre (which also has a walk-in service), Northville Family Practice, Bishopston Medical Practice, Charlotte Keel Medical Practice and the Bristol Homeless Health Service; (3) Acute GP Team in Southmead Hospital and the Bristol Royal Infirmary which helps avoid hospital admissions for patients.

Charlotte Keel Medical Practice has a patient population of approximately 17,000 patients. The Practice is at the vibrant & colourful heart of Bristol's inner city, serving a population from all corners of the world and from all walks of life, and passionately believes in responding to all of our patients' cultural & social agendas. The team is enthusiastic and friendly and place a strong emphasis on a supportive environment.

### Job Summary

The post holder is an experienced nurse who, acting within their professional boundaries, will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment and evaluation of care. They will demonstrate safe, clinical decision-making and expert care, including assessment and diagnostic skills, for patients within the general practice. The post holder will demonstrate critical thinking in the clinical decision-making process. They will work collaboratively with the practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing nurse leadership as required. In order to work at this level, NMC requirements for advanced practice must be met.

The post holder will work, as an autonomous nurse and as part of the practice team of nurses and doctors, in the delivery of 10-15 minute face-to-face consultations with some telephone advice. The post holder will be expected to see patients independently, diagnose and treat within the setting of the practice and in patients' homes.

The post holder is expected to prescribe products, as appropriately trained and within own scope of practice.

The post holder may also be the nurse lead for safeguarding children liaising with the GP lead for safeguarding children and other members of the primary health care team. They will ensure that practice records are kept up to date for those at risk, and that the practice safeguarding

children guidelines are kept up to date and accessible.

The post holder will contribute to developing, implementing policies, standards and guidelines within own sphere of practice. They will contribute to the development and supervision of Nurse Practitioner Trainees, students and other members of staff. They will promote the health, safety and security of individuals, groups and colleagues.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

### **Main duties and responsibilities:**

The post holder will be responsible for:

#### **Clinical Practice**

- 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
- Assess, diagnosis, plan, implement and evaluate interventions/treatments for patients with complex needs
- Employing appropriate diagnostic and therapeutic interventions and regimens with attention to safety, cost, invasiveness, simplicity, acceptability, adherence and efficacy
- 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 in order 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
- Support and manage health needs of women presenting for family planning, cervical cytology or sexual health consultation
- Assess, identify and refer patients presenting with mental health needs in accordance with the NSF for Mental Health
- To provide face-to-face and telephone clinical assessment/treatment and management plan to Charlotte Keel Medical Practice patients.
- To undertake visits at patients home as required and within scope of practice
- Continue to develop and expand own personal clinical expertise as autonomous/independent practitioner.
- In partnership with others, challenge and critically evaluate the boundaries of autonomous practice, such that patient access choice and outcomes will improve.
- Help in the development and evaluation of clinical guidelines, and competency tools to support nurses in the expansion of their roles in the delivery of optimal care.

- Nurses as prescribers must maintain competencies for prescribing portfolio and have a regular audit of their prescribing.

### **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 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, including the use of interpreting services
- Maintain effective communication within the practice and with external stakeholders
- Act as an advocate for patients and carers
- Ensure awareness of sources of support and guidance (for example, PALS) and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate
- To be able to maintain accurate electronic written patient records for users of services provided
- To be aware of responsibilities under the Data Protection Act
- To attend regular team meetings
- To ensure effective communication with colleagues, within the community, practice and wider health care teams as appropriate when referring a patient

### **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. This includes effective time management.
- Promote and maintain high standards of services and care
- Deliver care according to NSF, NICE guidelines and evidence-based care/practice guidelines
- 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 (for example, 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
- Have skills and knowledge regarding domestic violence, vulnerable adults, substance abuse and addictive behaviour, and ensure appropriate referral if required

### **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 including supervision of Nurse Practitioner trainees
- 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
- 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
- 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
- Contribute to the development of practice and local guidelines, policies, protocols and standards within own sphere of practice
- 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
- Market the role of the 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 in order 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 Clinical Commissioning Group (CCG) regarding the Freedom of Information Act
- Collate, analyse and present clinical data and information to the team as appropriate
- A good awareness of budget constraints within a primary care environment.

### **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
- Contribute to the development of students and staff through participating in teaching programmes and supporting individuals at work
- Assess own learning needs and undertake learning as appropriate. This includes taking responsibility for own ongoing personal and professional development through the appraisal process and in dialogue with their lead nurse/manager

Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

### **General Duties**

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

### **Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

### **Confidentiality:**

Under the Data Protection Act 2018 (alongside the EU General Data Protection Regulations) the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- 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 BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **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 BrisDoc's 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

### **Health & Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

### **Infection Prevention and Control**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

### **Safeguarding**

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

**Smoking**

Smoking will not be tolerated inside any BrisDoc building and vehicle.

**Environment**

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

**Rehabilitation of Offenders Act**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

**PERSON SPECIFICATION****QUALIFICATIONS AND EXPERIENCE**

<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Registered General Nurse (RGN or RN) with current NMC registration	Essential	Application and Interview
Nurse Practitioner qualification (MSc Specialist Practice)	Essential	Application and Interview
Non medical prescriber qualification	Essential	Application and Interview
Evidence of continuing professional development	Essential	Application and Interview
Mentor/teaching qualification	Desirable	Application and Interview
Minimum 5 years post registration experience	Essential	Application and Interview
At least 2 years recent experience in General Practice or Out Of Hours, including experience of minor illness, minor ailments and injuries and working in 10 minute face-to-face consultations and giving telephone advice	Essential	Application
Advanced clinical assessment, reasoning and clinical decision making skills	Essential	Application and Interview
Management of patients with complex needs	Essential	Application and Interview
Experience of treating patients of all ages	Essential	Application and Interview
Experience in Sexual health, Dementia, Pediatrics and Safeguarding children	Desirable	Application and Interview
Full current driving license	Essential	Application

**SKILLS AND ATTRIBUTES**

<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
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Ability to work autonomously/independently and within team	Essential	Application and Interview
Able to identify and prioritise time sensitive workload and projects, including time management within consultations	Essential	Application
Able to communicate clearly and effectively using a variety of methods, including written, verbal and electronic	Essential	Application and Interview
Able to listen carefully in order to understand the needs of others	Essential	Interview
Negotiation and conflict management skills	Essential	Application and Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Excellent organizational skills	Essential	Application and Interview
Knowledge and understanding of relevant legal issues eg data protection, confidentiality, health and safety, safeguarding children, domestic violence/vulnerable adults	Essential	Interview
Knowledge of wider health economy within primary care and NHS	Essential	Interview
Understanding measures that are required to provide appropriate, accessible and sensitive primary health care services	Essential	Interview

### PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high quality staff and patient care	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Commitment to work within a multicultural community	Essential	Interview
Willing to do home visits for housebound patients	Essential	Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Self motivated and able to work autonomously	Essential	Interview
Willingness to learn new skills and to problem	Essential	Application and Interview



solve		
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of conflict.	Essential	Application and Interview

<b>OTHER REQUIREMENTS</b>		
<b>Criteria</b>	<b>Requirements</b>	<b>Measurement/Testing Method</b>
Ability to work the occasional evening to support staff training sessions	Essential	Interview
Ability to travel to other BrisDoc sites for meetings	Desirable	Interview

**Created / Last updated: November 2012**

**Declaration** *(to be completed by post holder):*

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court