

## **JOB DESCRIPTION URGENT CARE PRACTITIONER**

**JOB TITLE:** Urgent Care Practitioner

**REPORTS TO:** Duty Doctor

**Accountable TO:** Partner with responsibility for the Urgent Care Team

### **Key Working Relationships**

- GPs
- Members of the management team
- Care Navigation and administration team
- Members of the nursing team
- Patients
- Community staff
- Other allied health care professionals

### **Job Summary:**

The role of the Urgent Care Practitioner sits within the Urgent Care clinical team responsible for same day patient care needs, minor or complex, in primary care. The team is led by the Duty GP and includes Advanced Nurse Practitioners, Care Coordinators and the Urgent Care Practitioner. The team will selectively utilise their clinical and non-clinical skills to appropriately manage the needs of the patients. All staff will work within their range of competencies, fully supported, in a GP-led model

To support the practice to ensure compliance with its statutory and regulatory obligations, such as but not limited to the Care Quality Commission and Data Protection Act 2018(GDPR)

### **Job Responsibilities**

- Assess, diagnose and treat patients wishing to see a health care professional making any necessary referrals to other members of the primary health care team.
- Ensure clinical practice is safe and effective and remains within boundaries of competence and to acknowledge limitations to the team so that referrals can be appropriate.
- To support the practice in identifying and managing frail patients
- To support the development of frailty pathways of care both in Pioneer and the wider NHS.
- Assist in telephone triage of urgent cases,
- Advise patients on general health care and minor ailments with referral to other members of the primary and secondary health care team as necessary.
- Prescribe medications within limits of personal competence as an independent prescriber and as agreed with GPs (where a prescriber).

- Supervising GP to prescribe (with scope for Urgent Care Practitioner to issue medications according to PGD in the future if these PGD protocols developed).
- Undertake Learning Disabilities reviews both in the practice and when home visiting.
- Support development of the 'urgent care' service, working alongside the Care Navigation and GP teams as the practice moves to an 'active signposting' model.
- Undertake the collection of pathological specimens including intravenous blood samples, swabs etc. Perform investigatory procedures requested by the GPs.
- Visit housebound patients as agreed with their GP or the on call team.
- Recognise issues and gather sufficient information to refer (e.g. drugs, domestic violence, child protection, vulnerable adults, social problems, frail & elderly patients).
- Maintaining strict confidentiality of patients' records and clinically related matters at all times.
- Promotes effective communication and relationships within the team.
- Partakes in clinical supervision for own development.
- Makes effective use of the IT system (EMIS Web) by ensuring the consistent and accurate entering of data and use of Read codes, ensuring all contacts with patients are legibly recorded.
- Contributes to practice/team audit /research as required.
- Support the equality, diversity and rights of patients, carers and colleagues.
- Follow practice infection control procedures, promote and maintain appropriate health & safety standards in line with the practice Health & Safety Policy.
- Attend training and staff meetings as required.