

## THE MERRYWOOD PRACTICE

### JOB DESCRIPTION

<b>POST TITLE:</b>	Nurse Manager
<b>SALARY:</b>	£28,687 - £43,772 pro rata depending on experience
<b>ACCOUNTABLE TO:</b>	Practice Manager (PM)
<b>ACCOUNTABLE FOR:</b>	The post holder will be responsible for the supervision and management of the nursing team
<b>HOURS</b>	25 – 37 hrs worked over 5 days Monday - Friday
<b>JOB SUMMARY:</b>	Working in accordance with the NMC Code of Conduct, the post holder will provide assessment, treatment, screening, health education services and advice to patients.

To contribute effectively in a senior capacity as the nurse manager of the Practice nurse team (incorporating Health Care Assistants and Practice Nurses) delivering the highest standards of clinical care

### RESPONSIBILITIES:

#### Team management

- Provide clinical supervision for the nursing team
- Organise and co-ordinate the provision of nursing services for the Practice
- Delegate clinical responsibilities appropriately (ensuring safe practice and the task is within the scope of practice of the individual)
- Engage the Practice nursing team in the development of and adherence to nursing protocols.
- Support the clinical team with all safeguarding matters, in accordance with local and national policies
- Arrange Practice Nurse/HCA team meetings as required, calling on the GP liaison and PM when necessary
- Supervise /develop the Nurse Team rota and holiday schedule in line with the needs for service provision, liaising with other members of the Practice for the smooth running of the Surgery
- Train and arrange training, in conjunction with the PM and outside providers, for the nurse team members and provide the team with the theory to support their activities when appropriate
- Arrange induction and 3 month reviews of new team members, plus annual appraisals for Practice Nurses and HCAs with assistance from the PM/GP
- Assist with and participate in the recruitment and retention of nursing staff.

### **Providing assessment, screening and treatment services and health education advice**

- Provide nursing treatments to patients in participation with GPs in line with the agreed protocols.
- Whilst not exclusive, this will include ECG recording, blood/swab/urine testing, wound care, health screening, women's health including cervical smears and contraceptive/HRT advice, childhood and travel vaccinations, ear care and the administration of patient-specific medications/injections.
- Advise patients on general health care and minor ailments with referral to GPs as necessary.
- According to your qualifications and experience participate at an appropriate level with specialist clinics offered by the Practice such as travel health, diabetes, COPD, CKD, CHD, Heart Disease etc
- Develop, implement and embed health promotion and well-being programmes
- Refer patients directly to other services as appropriate
- Assist GPs with minor surgery when required
- If an independent prescriber, prescribe in a safe and effective manner, in accordance with PGD and extant legislation

### **Supplies and equipment – Treatment room and other areas**

- Supervise the nursing team in the administration of the equipment maintenance programmes and stock control/ordering relating to patient care
- Take responsibility for the safe storage, recording and administration of drugs and equipment, including regular stock checks and reconciliation
- Ensure the completion of an annual Infection Control and COSHH audit

### **Pathological specimens and investigatory procedures**

- Following appropriate training, undertake the collection, storage and despatch of pathological specimens including intravenous blood samples, swabs, smears etc
- Interpreting results as required
- Any investigatory procedures requested by the GPs.

### **Administrative and professional responsibilities**

- Participate in the administrative and professional responsibilities of the Practice team.
- Attend and participate in Practice meetings as required, including full staff meetings, significant event reviews etc as required
- Ensure accurate notes of all documentation and consultations/treatments with patient healthcare are recorded in the patients' notes on the clinical computer system as appropriate.
- Ensure collection and maintenance of statistical information required for regular and ad hoc reports.
- Assist in the formulation of Practice philosophy, strategy and policy and develop appropriate protocols.
- Liaise with reception to maintain a display board and leaflet stand in the waiting area designated for patient health care education and information
- Report and record all clinical incidents to PM.

## **Education & Research**

- Participate in clinical audit
- Participate in research programmes as appropriate.
- Participate in the development and implementation of standards and audit activities.
- Participate in appraisal
- Participate in the education and training of students of all disciplines

## **Liaison**

- Maintain effective liaison with other agencies and staff concerned with patient care and with all other disciplines within the Practice, with appropriate regard to confidentiality.

## **Professional development**

- To take responsibility for own professional development undertaking training for specific clinical tasks
- Maintain continued education by attendance at courses and study days as deemed useful or necessary for professional development.

## **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 implement and lead on a full range of health and safety and infection control policies as defined in the practice Health & Safety Policy and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to Practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual /professional requirements, and good practice guidelines
- Responsible for the correct and safe management of the specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
- Management and maintenance of Personal Protective Equipment (PPE) for the practice including provision, ordering, availability and ongoing correct usage by staff
- Responsible for hand hygiene across the practice
- Ownership of infection control and clinically based patient care protocols, and implementation of those protocols across the practice

- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
- Safe management of sharps procedures including training, use, storage and disposal
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training
- Routine management of own team / team areas, and maintenance of work space standards
- Waste management including collection, handling, segregation, container management, storage and collection
- Spillage control procedures, management and training
- Decontamination control procedures, management and training, and equipment maintenance
- Maintenance of sterile environments

### **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:**

In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that NMC professional development requirements are met, 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 demonstrating skills and activities to others who are undertaking similar work
- Conduct and document annual appraisals for the nursing team in a timely fashion

**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 own time, workload and resources

**Communication:**

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly
- Assess individual communication needs and understanding for informed consent.

**This job description may be reviewed in the light of changing service needs. Any changes will be fully discussed with the post-holder. The post-holder may also be required to carry out other work appropriate to the grade of the post.**

<b>Person Specification – NURSE MANAGER</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Registered Nurse	✓	
Post graduate diploma or degree (Nurse Practitioner)		✓
Independent Nurse Prescriber		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in a primary care environment	✓	
Experience of chronic disease management	✓	
Experience of autonomous working	✓	
Experience of managing, leading and developing a team	✓	
<b>Clinical Knowledge &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>
Wound Care / Removal of sutures & staples	✓	
ECG's	✓	
Venepuncture	✓	
Chaperone procedure	✓	
Requesting pathology tests and processing the results, advising patients accordingly		✓
Travel medicine		✓
Diabetes		✓
Hypertension		✓
Asthma		✓
Spirometry		✓
CHD		✓
Immunisations (routine, childhood and travel)		✓
Women's health (Cervical cytology, contraception, etc.)		✓
Understands the importance of evidence based practice	✓	
Broad knowledge of clinical governance	✓	
Ability to record accurate clinical notes	✓	
Ability to work within own scope of practice and understanding when to refer to GPs	✓	
Knowledge of public health issues in the local area		✓
Knowledge of health promotion strategies	✓	
Understands the requirement for PGDs and associated policy	✓	
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow clinical policy and procedure	✓	
Experience with audit and able to lead audit programmes		✓
Experience with clinical risk management		✓
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Ability to work under pressure / in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Meet the requirements and produce evidence for nurse revalidation	✓	
Evidence of continuing professional development commensurate with the role	✓	