

Frome Valley Medical Centre

NURSE MANAGER – JOB DESCRIPTION

Hours of duty: up to 37.5hrs per week

Responsible to: Practice Manager

Accountable to: Managing Partner

Salary scale: up to £55,360 pro rata per annum depending on experience

Job Summary

Working in accordance with the NMC code of conduct, the post holder will lead and develop the practice nursing team in the provision of assessment, treatment, screening, health education services and advice to patients.

The post-holder will develop (and ensure that the nursing team work with reference to) practice agreed protocols and guidelines to provide nursing treatments to patients both independently and in participation with nurse colleagues and general practitioners.

The post-holder will have the required level of training and competence and will work within the patient group directions where these are available. A nurse with prescribing qualifications will use them appropriately.

The post holder is responsible for ensuring the delivery of safe and effective nursing care to the whole practice population. As the Manager for the nursing team, the post holder is accountable for nursing service delivery. They will lead and manage all the nursing resource, working closely with the practice management and GPs to deliver the practice priorities. Clinically, the focus of the role is the delivery of evidence-based practice for patients with long-term conditions and management and preventative nursing interventions to all patients. As an autonomous practitioner the nurse is responsible for the care delivered, demonstrating critical thinking and skills in clinical decision-making. They will work collaboratively with the whole general practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing leadership and direction for the nursing team.

The post holder has a duty to safeguard and promote the welfare of children and vulnerable adults in line with the NHS Trusts safeguarding policies and procedures.

They must ensure that they are aware of, and work within, local and national safeguarding legislation, guidance and procedures. The post holder will be required to attend mandatory safeguarding training appropriate to their role and to act at all times to protect the safety and wellbeing of patients, service users and colleges.

Key Responsibilities

Management

- Enable the nursing team to work effectively and provide a high quality service to patients and to work effectively with other agencies.
- Identify the workforce that is required to provide services to meet the needs of the patient population and negotiate with the practice management team for this workforce.
- Monitor and advise on the effective use of physical and financial resources by the practice nursing team.
- Enable the practice nursing team to apply and improve clinical governance and risk management systems.
- Lead and monitor the development and implementation of policies, standards and guidelines across the practice nursing team.
- Analyse, interpret and report data on health and well-being, related needs and service use.
- Allocate, co-ordinate, monitor and assess the work of the nursing team and individuals.
- Recruit and select staff to meet the health and well-being needs of the practice population.
- Supervise and assess staff performance and development.

- Offer and provide clinical supervision to other members of the practice nursing team and act as a clinical "expert".
- Develop a working environment that promotes healthy, safe and effective work outcomes.

Clinical

Assess, plan, develop, implement, provide and evaluate treatment programmes including, but not limited to:

- Health promotion and well-being plus individual plans for patients with/at risk of a long term condition.
- Manage and treat long-term conditions, in line with national and local policies and practice needs.
- Review medication for therapeutic effectiveness, in accordance with evidence based practice and national/practice protocols, and work with patients to support adherence to prescribed treatments.
- Prioritise health problems, intervening appropriately, to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care.
- Support and manage health needs of women presenting for family planning and cervical cytology consultations.
- Implement and participate in vaccination and immunisation programmes for both adults and children including patients travelling abroad.
- Meet the needs of patients presenting for opportunistic wound care.
- Diagnose and treat minor illnesses.
- Work with others to change policies and improve health and well-being and reduce inequalities.
- Lead the implementation and evaluation of evidence-based practice to improve the services offered by the practice nursing team.
- Lead the team in quality assurance, development and clinical governance.
- Work with other members of the practice team in the implementation of specific aspects of the NSFs.
- Lead the introduction and use of technical and specialist nursing treatments for patients with complex healthcare needs.

Management of chronic disease:

- Diagnosis, monitoring and development of individual management plans; agreeing these as appropriate with the patient and other health professionals.

Therapeutic monitoring:

- Checking compliance with and adherence to appropriate treatments, using an holistic patient-centred approach..
- Recognising abnormalities.
- Identifying the impact of treatment and implementing or recommending changes as appropriate.

Wound care and management:

- Assessing routine wounds including trauma.
- Assessing [and prescribing] to support good wound management in complex situations (e.g. use of Doppler technique).

Patient health checks:

- Working with patients to develop a management plan where health problems or potential health problems are identified.
- Identifying health trends and public health issues and working with the team and others to combat these.

Risk assessment:

- Recognising issues and gathering sufficient information to refer (eg drugs; domestic violence; child protection; vulnerable adults; senior patients; social problems).

Health screening:

- Providing in-depth monitoring and advice as appropriate and working with the patient in deciding on management plans.
- Considering the issues in the light of the practice population.

Travel health:

- Provision of specialist and evidence based support to the team.
- Working with public health initiatives, ensuring the work of the team is up to date.

Immunisation (adult and child):

- Working with public health initiatives, ensuring the work of the team is up to date.
- Leading the team in achieving the immunisation guidelines and targets.

First contact:

- Working as an autonomous practitioner on more complex cases.

Mental health:

- Ensuring that appropriate systems are in place for effective patient monitoring.

Communication

- Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.
- 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, including those receiving “bad news”.
- Act as an advocate when representing patients and colleagues.
- Participate in practice team meetings, delivering the nursing agenda and run nurse department meetings.
- Produce written documents that evidence the contribution of the nursing team to the practice priorities.

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 and other’s workload in a manner that maintains and promotes quality.
- Deliver care as an individual and team according to NSF, NICE guidelines and evidence-based care, assessing effectiveness of care delivery through peer review, benchmarking and formal evaluation and leading on the maintenance of quality governance systems for the nursing team.
- Implement and review the application of evidence-based practice in nursing.
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- Evaluate patients’ response to health care provision and the effectiveness of care.
- Lead and participate in shared learning across the practice and wider organisation and assess the impact of policy implementation on care delivery.
- Monitor the performance of the GPN team in accordance with local policies.
- Work within policies regarding family violence, vulnerable children and adults, substance abuse and addictive behaviour, and refer as appropriate.
- Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

Leadership – personal and people development

- Take responsibility for own development, learning and performance including participating in clinical supervision and acting as a positive role model.
- Support the development of others in order to maximise staff potential.

- Lead others to make realistic self-assessment of their knowledge and skills, challenging any complacency and actions that are not in the interest of the public and/or users of service.
- Act as a clinical leader in the delivery of practice nursing services to patients, ensuring that the needs of the patient are the priority.
- Lead the nursing team in the planning and implementation of local guidelines, protocols and standards, and of local projects or initiatives.
- Promote the role of the nursing team in the provision of care.

Team working

- Work as an effective and responsible team leader, supporting others and exploring the mechanisms to develop new ways of working.
- Delegate appropriately, adopting the principles of safe practice and assessment of competence of nurses.
- Ensure clear nurse referral mechanisms are in place to meet patient needs.
- Prioritise own and other's workload and ensure effective time-management strategies are embedded within the culture of the team.
- Lead nursing team activities that create opportunities to improve patient care.
- Participate in research programmes.
- Contribute nursing view to practice management.
- Set specification and quality required from nursing admin support.

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.
- Ensure safe storage, rotation and disposal of vaccines and drugs.
- Act as a role model to support members of the nursing team to undertake mandatory and statutory training requirements.
- Apply infection-control measures within the practice according to local and national guidelines.
- Participate in the local implementation strategies that are aligned to the values and culture of general practice.

Utilising information

- Use technology and appropriate software packages as an aid to day to day operations.
- Review and process data using accurate read codes in order to ensure easy accurate information retrieval for monitoring and audit processes.
- Adhere to statutory and practice requirements such as confidentiality and Freedom of Information Act.
- Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care.

Learning and development

- Act as mentor for more junior staff and students, assessing competence against set standards.
- Disseminate learning and information to other team members in order to share good practice and inform others about current and future developments (eg 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.
- Participate in clinical supervision and annual appraisals
- To participate in continuing education and maintain a contemporary level of professional knowledge and skills
- Undertake all mandatory training and induction programmes
- To be familiar with emergency procedures including fire, resuscitation and health and safety
- Contribute to and embrace the spectrum of clinical governance

- Attend team meetings for the purpose of maintaining an informed interest in the work undertaken at the surgery and contribute to the primary healthcare team objectives.
- Be familiar with and adhere to practice policies and protocols.
- Maintain a clean, tidy, effective working area at all times
- Attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed

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 promotion and management of their own and others' health and safety and infection control as defined in the practice health & safety policy, the practice health & safety manual, 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 way, safe and 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 (minimum twice annually).
- 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.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

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.

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

This job description is not exhaustive, and you will be required to carry out any other duties that may be required by the practice either on a temporary or permanent basis.

To always follow the practice code of conduct