

## **JOB DESCRIPTION**

**JOB TITLE:** Emergency Care/Nurse Practitioner

**REPORTS TO:** Clinical Lead

**HOURS:** Part Time/Full Time

**SALARY:** Competitive

### **JOB PURPOSE**

Working within PML Federation Services and with Locality based General Practice staff, the post-holder will, in summary:

- Work within the 'Primary Care Visiting Service' to undertake on the day requests from GP Practices for patient home visits to a protocol mutually agreed with Clinical Leads.
- Provide timely, high quality, person centred clinical care to patients addressing their needs within the current urgent care needs and their long term self-management. This is achieved by collaborating with all health and social care agencies and including local community services and within primary care provision.
- Prevent inappropriate hospital admissions by providing/co-coordinating the provision of specialist care by other agencies for the patient in the most appropriate and agreed environment.
- Ensure the learning of new specialist skills and knowledge including Non-Medical Prescribing (when available to paramedics) with the appropriate training and qualification and within a competency framework.
- Develop specialist knowledge and skills within the team in the management of minor illness/injury and chronic diseases, working with agreed protocols in collaboration with medical clinicians and chronic disease practitioners within the community.
- Write up full and discursive notes of patient encounters in the organisation's clinical system. Ensure full and effective communication with GP Practices regarding patient assessment and outcomes.

### **CLINICAL RESPONSIBILITIES.**

- To act as a self-directed practitioner who directs, provides and evaluates the highest standard of evidence based clinical care to patients within their own home, founded on agreed management care plans and protocols.
- To work independently and without direct supervision in a variety of clinical settings and in the home environment, prioritising workload to meet the regular unpredictable situations that may occur within this role.
- Demonstrate the ability to work independently and perform comprehensive patient assessments based upon history taking and physical examination

- To make clinical decisions within the home autonomously and in liaison with GPs, hospital clinicians and other agencies in preventing some hospital admissions.
- Manage own capacity to ensure optimum provision of care to patients and responsive decision making to meet the needs of their needs. This includes making entries into the clinical system.
- Demonstrate highly developed clinical reasoning and decision-making.
- Acquire a variety of specialist clinical skills and knowledge to include assessments, planning and management of chronic diseases in the home, such as heart failure and respiratory disease, diabetes and general medical conditions
- Undertake the learning of other professional skills and knowledge to include social assessment and social care planning in accordance with PML Risk Management Policies and Procedures
- As appropriate order diagnostics, interpret results, advise on treatments and/or refer to relevant health care professional.
- Initiate, adjust and monitor therapy, to include oxygen therapy, nebulisers, titrating and use of agreed patient group directives (PGD'S) and patient specific directives (PSDs), cannulation, within the home environment under direct medical supervision using carefully agreed PML protocols of care.
- Have the necessary knowledge, skills and training to recognise emergency clinical situations such as anaphylaxis, cardiac and respiratory deterioration, to act appropriately knowing when to seek assistance.
- The post holder will also be responsible, together with the Clinical Lead and PML Director to monitor and further develop such extended roles for all team members using a competency based system.
- Work in close collaboration with the Clinical Lead for the delivery of an effective service by defining and overseeing the development of service standards in-line with Government, NMC/HPCPC guidelines and PML Policy.
- Ensure clinical effectiveness by use of evidence based practice and outcome measures, ensuring that all clinicians in this multi-disciplinary team practice these.
- Liaise with patients, carers and colleagues to assess the safety of a patient's home environment, acting quickly to protect patients and staff from potential risk
- Recognise high risk, difficult situations regarding the transfer of some patients and prioritise promptly, actions needed for the safety and well-being of patients/carers.
- To ensure that appropriate, consistent and realistic information is provided to patients and families.
- To provide sensitive and complex information to relatives and patients in sometimes hostile, and emotive atmospheres.

- Use expert communication skills to create and sustain new alliances. Using the highest level of interpersonal skills, to break down the barriers and develop inter-professional collaborative working relationships with staff in primary and secondary care.
- Be a clinical resource for the patient/carer especially within their home as well as to colleagues, GPs and other agencies. This will include supporting patients in Self-Management, particularly of long term conditions and regular teaching and giving presentations.
- Recognise levels of competence and always work within them.

#### **MANAGERIAL/LEADERSHIP RESPONSIBILITIES.**

- Provide Clinical Leadership; lead by example in regard to behaviour attitudes, conduct and appearance.
- Collaborate with the Clinical Lead for the induction, training, appraisal and personal development of team members.
- Support and enable team members to:
  - communicate their views about improvements;
  - to see development as essential for personal growth;
  - to share achievements jointly with their colleagues;
  - to challenge, take agreed calculated risks and express dissatisfaction without prejudice.
- In partnership with the Clinical Lead help to diffuse problems and tensions that may arise within the team.
- Report and manage untoward incidents.

#### **FINANCIAL RESPONSIBILITY**

- Monitor stock levels and co-ordinate requests for new equipment ensuring that these are within available budget.
- Ensure that Team members use resources efficiently and in a sustainable and environmentally friendly manner.
- Have the ability to negotiate any amendments to planning if and when requested resources are unavailable.

Bring to the attention of the Clinical Lead any requests for physical and financial resources that clearly show cost benefits without being detrimental to patient care.

#### **PROFESSIONAL RESPONSIBILITIES.**

- Have and demonstrate knowledge of National and Local Health policy issues and their implications to the service.
- Contribute to the development of evidence based clinical protocols/guidelines that drive clinical actions.

- Undertake and manage the comprehensive assessment, planning, implementation, evaluation and auditing of clinical care provision both in primary, secondary and tertiary care when appropriate.
- Maintain the Service Clinical System in order to successfully export data for report and audit purposes.

#### **AUDIT AND EVALUATE ACTIVITY.**

- Participate in the critical evaluation and response to audit/information to inform/change patient care practices.
- Work in close partnership with colleagues and external agencies such as Social Services; Clinical Commissioning Groups (CCGs); Housing Associations; GP Federations and voluntary organisations. This may involve attending meetings outside the immediate workplace and sharing protocols and care management plans with the CCG and others agencies
- Ensure that clinical practice is in accordance with PML policies, procedures and guidelines and the relevant professional code. Maintain own professional and personal development.
- All clinical staff are expected to keep abreast of contemporary issues in health care provision.

#### **EDUCATION AND DEVELOPMENT RESPONSIBILITIES.**

- Demonstrate theoretical knowledge and practical experience in a wide variety of acute clinical specialties and keep up to date with new techniques and developments for the promotion and maintenance of good practice across a range of clinical areas.
- Continuously review practices with the Clinical Lead, plan and work towards further improvement and development of services to ensure that service delivery matches patient, service and PML employee needs.
- Together with the Clinical Lead, participate and support team members in the ongoing training and professional development in order to maintain their individual CPD as well as participating in their annual appraisal.
- Act as a resource for patients/carers, colleagues, GPs and other agencies. This may involve teaching and presentations.
- Provide and assist in the education/training for new members of the team, acting as mentor/practice facilitator where appropriate.
- Embrace new ideas. Have an impact on suggesting change for patient benefit and support staff during the process of change within the team and PML in general. This could take the form of development of specialist knowledge and skills in the management of chronic disease in line with extended role of the General Practice team agreed protocols
- Inform the Clinical Lead of unmet needs and service shortfall and openly challenge one's own practice and current clinical practice in a constructive way to maintain and improve the standards of care.
- Maintain and adhere to PML's mandatory training and keep records of training.

- Take responsibility and maintain a Continuing Personal Development plan (CPD) and regularly meet to discuss one's professional development with the Clinical Lead.

### **RESPONSIBILITY FOR DEALING WITH DIFFICULT SITUATIONS**

- Ability to recognise high risk, difficult situations regarding the transfer of some patients and prioritise promptly, actions needed for the safety and well being of patients/carers.
- Have the knowledge and training to employ counselling skills with patients/carers with complex needs, demonstrating sensitivity to their emotional needs, in particular when imparting potentially distressing information and the implications of the same, and in situations where there may be barriers to understanding. This can sometimes mean intense involvement and support to patients with palliative care needs and their carers
- Have the necessary knowledge, skills and training to recognise emergency clinical situations such as anaphylaxis, cardiac and respiratory deterioration, to act appropriately knowing when to seek assistance.
- Have the knowledge and experience of the numerous complex problems of some patients in order to offer clear, concise advice and support – to include situations such as environmental, cultural, as well as unpredictable patient demands.
- Prioritise workload and act promptly and effectively to meet the regular unpredictable situations that may occur within this role.
- Facilitate the resolution of potential conflict within the teams, which may be uni- or multidisciplinary.

### **SAFEGUARDING**

- Promote the welfare and safeguarding of children, young people and adults. Recognise professional and statutory responsibility in the reporting of safeguarding concerns.
- Supporting the organisation in ensuring service users are protected from abuse, or the risk of abuse and that their human rights are respected
- Ensuring concerns are responded to appropriately in line with PML's Safeguarding Policies.
- Complying with recruitment and other checks as requested.

### **PHYSICAL WORKING CONDITIONS AND ENVIRONMENT**

- Be responsible in ensuring that work is carried out in a healthy, safe and productive way as required by the Health and Safety at Work Act and COSHH regulations.
- Ensure appropriate measures are in place to protect self and other staff and patients in minimising and dealing with exposure to unpleasant aspects of patient or environmental contact as they arise: for example exposure to body fluids, infectious diseases / infestations, unpleasant bodily odours, secretions, unpleasant home environments.

- Demonstrate basic dexterity and co-ordination for manual handling of patients in the home, adapting manual handling skills within often confined spaces e.g. be able to transfer physically disabled patients from wheelchair to bed, to manoeuvre wheelchairs within a small area, transporting oxygen and other equipment
- Have due regard for one's own personal safety and that of staff/patients/carers, in particular driving to a patient's home and other localities adhering to PML's "Lone worker Policy".
- Be compliant with the lone worker devices provided by the service at all times in line with the "Lone worker Policy".
- Be flexible to the demands of the environment including unpredictable work patterns, deadlines and frequent interruptions and multi-tasking. This will include rotating at weekends.

### **OTHER RESPONSIBILITIES**

- All staff to have a Disclosure and Barring Service disclosure (DBS) to ensure the protection of patients/carers notably due to the nature of the Service caring for individuals within their home environment
- Integrated working partnership with other agencies within Primary Care and Social Services sharing protocols and management plans.

### **WORKING RELATIONSHIPS AND COMMUNICATION REQUIREMENTS OF YOUR JOB**

- Communicate information to patients, carers, colleagues and other agencies in a manner consistent with their level of understanding, culture, background and preferred ways of communication.
- Provide highly complex information to patients/carers such as breaking bad news and supporting those receiving it, sometimes where significant barriers to understanding and acceptance exist. This includes gaining informed consent in sensitive circumstances and demonstrating empathy with patients, carers and families.
- Practice within a legal and ethical framework that adheres to the NMC/HCPC Code and PML policies and procedures.
- Always assess and adapt appropriately and respectfully to the home environment of patients and carers remembering, "We are guests in their home".
- Demonstrate established negotiating and influencing skills in the management of conflict across a range of situations which may involve diffusion of hostility and aggression, e.g. to deal with complaints sensitively, avoiding escalation, etc
- Maintain confidentiality of information consistent with legislation and PML policies.
- Be proficient with IT systems, compile reports, analyse data often in the context of frequent interruption.

## **REGISTERED HEALTH PROFESSIONAL**

All staff who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## **INFORMATION GOVERNANCE**

PML is committed to consistently high standards of information. All employees have an individual responsibility to ensure that in the course of their duties, any records that they create are of high quality, accurate and up to date and compliant with PML's Records Management, Freedom of Information and Health Records policies and procedures and that the confidentiality and security of all information is maintained in accordance with the Data Protection Act 1998.

## **CONFIDENTIALITY**

The postholder must maintain confidentiality of information in accordance with professional and PML policy. The postholder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

## **EQUAL OPPORTUNITIES**

To promote and develop the equality of opportunities in accordance with the PML Equal Opportunities Policy.

	<b>PERSON SPECIFICATION</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications.</b>	Relevant professional qualification e.g Emergency Care/Nurse Practitioner qualification or equivalent	X	
	Non- Medical Prescriber qualification		X
	Nurse practitioner degree <i>or</i> Level 6 degree module in minor illness/injury assessment, diagnosis and management.	X	
	Assessor/Mentorship course		X
<b>Aptitude/Leadership/Management</b>	Minimum of three years post registration with demonstrable experience of using diagnostic skills	X	
	Evidence of working within acute clinical practice	X	
	Evidence of working in a community setting		X
	Portfolio of evidence showing achievements in practice/speciality	X	
	Experience of, or a willingness to undertake advanced clinical practice	X	
	Experience in teaching & supporting junior staff/students		X
	Evidence of excellent clinical record keeping	X	
	Evidence of clinical leadership development	X	
	Ability to support patients during acute episodes of illness and to self manage long term conditions where feasible.	X	
	Good understanding of health policy	X	
	Evidence of diplomatic and negotiation skills	X	
	Able to demonstrate imaginative use of resources	X	
	Excellent communication and leadership skills	X	
	Able to articulate personal development needs	X	
	Ability to reflect & appraise own performance	X	
	Implementation of audit/research recommendations	X	
<b>IM&amp;T</b>	Competence in the use of IT packages including clinical databases.	X	
	Experience of clinical information systems	X	
	Competent in databases and spreadsheets		X
<b>Audit and Research</b>	Demonstrates ability and knowledge on how to undertake audit and feedback to clinicians		X
<b>Personal Attributes.</b>	Adaptable, imaginative, innovative, enthusiastic and a good sense of humour.	X	
	Team Worker	X	
	Ability to relate to people from differing backgrounds	X	
	Ability to motivate others	X	
	Demonstrate positive attitude towards patients & staff.	X	



