



SPA BAND 6 job description and person specification

Department: Single Point of Access

Division: Emergency and ambulatory care

Responsible to: SPA ANP

Accountable to: Modern Matron

Band: Band 6

Hours: 37.5

Location*: Ambulatory Emergency Care -Northwick Park Hospital

*To meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.



Our vision and values

Our vision is quality at our HEART

Quality...

Delivering quality means consistently meeting requirements and exceeding expectations.

We strive to deliver quality in everything we do – from the clinical care we provide and the employment opportunities we offer, to the support services and systems that underpin our care.

And in delivering high-quality clinical care, we mean services that are safe, effective, offer a good patient experience, are timely, equitable, and sustainable.

...at our HEART

By placing quality at our heart, everything we do as an organisation should further our ability to deliver quality.

This includes the people we hire, the skills our employees develop, the behaviours we celebrate, how we think and act, the investments we make, our systems and processes, and our organisational values.

Our vision also encompasses our **HEART** values, which were shaped and developed in 2017 by more than 2,500 employees as well as many patients. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

- ♥ **Honesty:** we're truthful, we're open, and we speak up
- ♥ **Equity:** we're kind and caring, we act with fairness, and we're understanding
- ♥ **Accountability:** we're professional, we strive for excellence, and we improve
- ♥ **Respect:** we're attentive and helpful, we're appreciative, and we act with empathy
- ♥ **Teamwork:** we involve others, we support our colleagues, and we set clear goals.

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.



Our objectives

Our objectives set out how we plan to realise our vision. They offer our employees, partners and our communities clarity about what we will do.

- We will provide high-quality, timely and equitable care in a sustainable way
- We will be a high-quality employer where all our people feel they belong and are empowered to provide excellent services and grow their careers
- We will base our care on high-quality, responsive, and seamless non-clinical and administrative services
- We will build high-quality, trusted ways of working with our local people and partners so that together we can improve the health of our communities

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

Job Summary

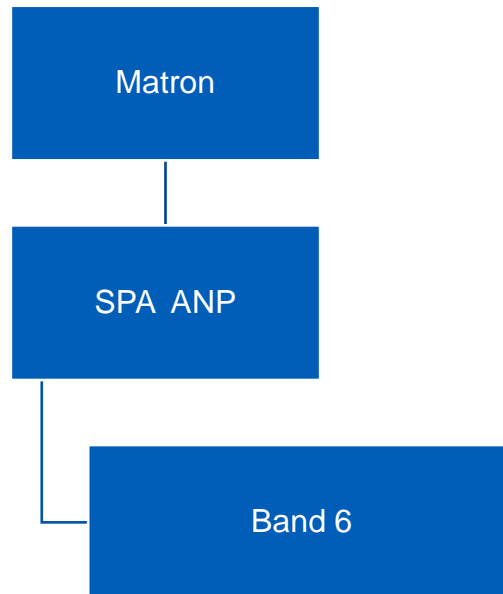
The post holder will work both independently and alongside other health care professionals in the Single Point of Access (SPA) service based on the Medical SDEC/Ambulatory Emergency Care Unit at Northwick Park Hospital. This is a service which aims to coordinate all urgent internal and external medical referrals via a single number for Northwick Park Hospital . We have expanded the service to incorporate Ealing Hospital working as one team. The service will expand to include surgical, gynecology, frailty, London Ambulance Service (LAS), 111 and Rapid Response calls.

The post holder under direct supervision of a Band 7 Advanced Nurse Practitioner will undertake the following:

- Identify patients for the Acute Medical Take list and record the patient's details on CERNER/AMT.
- Identify patients suitable for SDEC by possessing in-depth knowledge of local pathways and SDEC admission criteria. All patients should be considered suitable for SDEC with the aim of admission avoidances were clinically appropriate.
- Identify patients who are suitable for other streams such as Rapid Response/IDAR/Frailty etc.
- Work closely with the Medical Consultant and refer calls onward for those referrers who are seeking specialist advice regarding medical conditions and ongoing management.

- Accept/Reject CERNER referrals on the Service Provider List for Medical SDEC and coordinate all appointments/follow up.
- Identify patients suitable for Medical SDEC through active streaming of patients from UCC/ED/Acute Medical Wards.

Structure



Key responsibilities

Key Working Relationships:

- General Practitioners (Brent, Harrow, Ealing)
- Emergency Department EH and NPH
- Medical SDEC
- Urgent Care Centers NPH, EH, CHH/Walk in Centers
- Acute trust hospital wards
- Community services (Phase two)
- 111 (Phase two)
- Frailty (Phase 2)
- Surgical SDEC (Phase two)
- Gynecology SDEC (Phase two)
- REACH Team
- Other Specialty teams.

The Single Point of Access (SPA) comprises of a team of 8 Advanced Nurse Practitioners, 2 Band 6 Nurses and a Band 4 Administrator. The SPA is supported daily by the Medical SDEC Consultant/REACH Consultant.

Communication

- Communicates effectively as a member of the multi-disciplinary team.
- Effective communication between Acute Medical Team, Medical SDEC, Specialist teams, Emergency department and other Secondary Care services when necessary to facilitate care provision.
- Working along with Acute medical and specialist teams to give support, advice and leadership.
- Liaises with General Practitioners to ensure appropriate access for patients to the Acute Medical Take and Ambulatory Emergency Care Pathways.
- Builds and maintains excellent working relationships with key stakeholders involved in the Single point of Access.
- Liaises with Administration and Clerical staff regarding patient information and appointments.

- Liaises with other trust employees for all manners of business, clinical supervision, continuing professional development, clinical governance issues, meetings and development of the service.
- Communicate with colleagues using a range of communication skills including verbal, written, interpersonal and IT.
- Communicate with clinicians regarding CERNER Referrals, Holter and Echo vetting and escalate inappropriate referrals to SDEC consultants.
- Receive and log calls to CERNER when needed to support SPA Band 7s under the supervision of SPA ANP.
- Deputise SPA Band 7 when necessary to communicate SPA related concerns with SDEC team and clinicians
- Participate, involve, and communicate innovative ideas for service delivery improvement.

Clinical Skills

- Familiarize with agreed SPA pathways to facilitate safe patient flow and Journey.
- Undertakes clinical nursing practice under supervision of a Band 7 Advanced Nurse Practitioner using expert knowledge and professional judgement to deliver the Single Point of Access model.
- Answers all calls to the Single Point of Access in a patient and courteous manner, and to screen and prioritise these appropriately.
- Responds to all calls in the Single Point of Access within time limits set out in the SPA operational Policy.
- Undertakes clinical triaging of all calls to the Single Point of Access, deciding on the correct care pathway for the patient. Direct callers /referrals onto other appropriate secondary and community services where clinically appropriate.
- Discuss calls/Referrals with the Medical Consultant where appropriate for those seeking medical advice with regards to medical management of conditions and act accordingly.
- Takes details of all calls and records details of all calls onto the relevant patient information system CERNER.
- Ensure the best possible outcomes for patients by using up-to-date skills and adhering to evidence-based policies and procedures.
- To be aware of appropriate escalation procedures in relation to difficult or complex referrals.
- Works as an integrated member of the Multidisciplinary team.



- Will act as nurse-in-charge on a rotational basis in the day-to-day operational running of the Single Point of Access ensuring safe, effective, and high-quality care is maintained.
- Works within clinical protocols, professional guidelines, and Codes of conduct.
- Knowledge of various Clinical specialty areas, referral process and the order system in CERNER.
- Liaise with SEDEC Nurse in charge about future appointments of patients, availability of investigation slots.

Organizational Skills

- Able to adapt to change in the workplace being involved in new developments in the delivery of care and other projects associated with the role.
- Ensure faulty equipment which includes Telephonic systems (software and Hardware) are reported and repaired and adequate for use.
- Participate in clinical governance, clinical audit, and clinical risk assessment, setting and monitoring standards of care.
- Implement standards of care through participating in developing group protocols.
- Implement any recommendations that arise out of national and local audit of services.
- Attend regular meetings to include departmental, staff and service development.
- Involved in staff development training sessions to enhance the delivery of care and improve the service.
- Comply with trust policy and procedures.

Professional

- Complies with the Nursing and Midwifery professional code of conduct and works within the scope of professional practice.
- Maintain a good public image of the Single Point of Access by dealing with all calls in a professional and courteous manner.
- Involved in best practice guidelines and benchmarking to deliver a high standard of patient centered care.

- Maintain effective communication and liaison with other service users/carers/voluntary agencies to support the development of integrated working.
- Ensure practice and implementation of care is evidence based by adhering to local and national guidance.
- Maintain confidentiality of information regarding patients.
- Ensure accurate and concise information is documented and escalated if necessary.
- Liaise with other service leads to ensure effective communication and good working relationships.
- Maintains professional development in Moving and Handling, Basic Life Support, Fire Safety, Health and Safety, Information Governance, Prevent, Safeguarding Adults/Children, Medicines Management and Conflict Resolution.
- Identify and/or participate in strategies of risk assessments to avoid or prevent clinical incidents and near misses incorporated in the clinical governance framework.
- Maintain your skills and knowledge by participating in patient care in SDEC i.e countersigning medications, participating in treatment and management of SDEC patients and Triage.
- To assist other clinical areas within the Emergency medicine department if the clinical situation or staffing level demands.

Leadership

- Provides support to the Clinical Matron for Medical SDEC and Single Point of Access.
- Act as nurse in charge if needed.
- Attend and participate in clinical meetings, cascading acquired knowledge in order to enhance skills and competencies for the team within Single Point of Access.
- Ensure adequate staffing levels are maintained and reported through the Safe Staffing Tool. Reporting to the Matron any staffing deficit which may compromise the service.
- Ensure Mandatory training up to date.
- Acts as a resource for other disciplines.
- Acts as a support network for other nursing colleagues.



- Be aware of and participate in meeting the Key Performance Indicators for the Trust.
- To meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.
- Act as link roles for continuous development of services within SDEC and SPA.
- Demonstrate professional leadership skills and act as a role model.
- Provide clear feedback to team members that is conducive to maintain and improving performance.
- Contribute to cost improvement programs.
- Openly question and challenge practices in a constructive way to improve the standards of patient care.

Training and Educational

- Continually keeps up-to-date with current evidence-based practice.
- Involved in continuous practice development through arrangement of clinical in-house training days and takes part through teaching and sharing of knowledge.
- Supports and guides junior staff and provides mentorship for nursing staff within the Single Point of Access.
- Continues to develop and build upon the existing Advanced Nurse Practitioner team.
- Within resources attend conferences, forums and networks to share best practice

Additional responsibilities

Information governance

In accordance with the Trust's privacy notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal data.

The Trust will comply with its obligations under the General Data Protection Regulation and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details



and other records, (which may, where necessary, include special category data and criminal offence data relating to your health, data held for ethnic monitoring purposes, and regarding DBS checks).

The Trust requires such personal data for personnel administration and management purposes and to comply with its obligations regarding the keeping of employee records. The privacy notice sets out the Trust's legal basis for processing your personal data. Your rights of access to this data are prescribed by law.

You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation.

You must always comply with the Trust's data protection policy, and you agree that you will only access the systems, databases or networks to which you have been given authorisation.

The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal.

You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

Information security

All staff must adhere to the requirements of the Trust's information security policy, which covers the deployment and use of all the Trust's electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the policy may result in disciplinary action and could also result in a criminal offence.

Health and Safety at Work Act (1974)

You are required to take reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or omissions. These responsibilities apply at all times whilst you are at work or on duty, and apply to all Trust premises, also whilst working in the community or on any other Trust business.



Equal opportunities and equalities legislation

It is the policy of London North West University Healthcare NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

Patient and public involvement

Section 11 of the Health and Social Care Act 2001 places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

Risk management

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Corporate/clinical governance

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

Infection control and hospital-acquired infection

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's infection prevention and control policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of healthcare associated infections including MRSA. All staff have the following key responsibilities:

- staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact
- staff members have a duty to attend infection control training provided for them by the Trust



- staff members who develop an infection that may be transmissible to patients have a duty to contact occupational health.

Safeguarding children and vulnerable adults

Everyone has a personal and a professional responsibility to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns.

Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk.

The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

As an employee of the Trust, you have a responsibility to ensure that:

- a) you are familiar with and adhere to the Trust's procedures and guidelines for safeguarding children and vulnerable adults
- b) you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Staff commitment to patient care

You are expected to ensure that patients' needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

Health records

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy.

For further information refer to Records Management Code of Practice via gov.uk.

NHS constitution and code of conduct for managers

Staff are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility,



the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.

The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.

Person specification

Job title: SPA Band 6

Division/department: Emergency and Ambulatory care/Single point of Access

Requirement	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none"> Registered Nurse NMC. Mentorship. 	<ul style="list-style-type: none"> Additional relevant qualifications such as advanced medical assessment /History taking Basic leadership and management course.
Knowledge and experience	<ul style="list-style-type: none"> Experience within emergency nursing or acute medicine nursing. Leadership experience. 	<ul style="list-style-type: none"> Ambulatory care experience/Emergency/Acute Medical experience Management skills. More than 5 years' experience
Skills, abilities and attributes	<ul style="list-style-type: none"> Excellent communication and interpersonal skills. Advanced patient assessment skills. Able to work effectively within the multidisciplinary team. Able to work under pressure/Achieve trust targets. Good IT skills. 	<ul style="list-style-type: none"> Knowledge of evidence-based practice. Knowledge of latest developments in AECU/SDEC.
HEART values	<p>Demonstrate commitment to Trust HEART values: honesty, equity, accountability, respect, and teamwork.</p> <p>Demonstrate commitment to place Quality at our HEART</p>	<ul style="list-style-type: none"> Click or tap here to enter text.

Person specifications should be kept to a maximum of 25 bullet points



Job description and person specification drafted / amended by

- Name: Jayini Rodrigues
- Designation: Matron
- Date: 11/04/2024

Job description and person specification agreement

Job holder's name: [Click or tap here to enter text.](#)

Date: [Click or tap to enter a date.](#)

Line manager's name: Jayini Rodrigues

Date: 11/04/2024



