



GIG
CYMRU
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WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

CAJE REF: 2023/0290

JOB DESCRIPTION

JOB DETAILS:

Job Title	Ophthalmic Triage Nurse
Pay Band	6
Hours of Work and Nature of Contract	29 hours over 3 ½ days
Division/Directorate	Surgical
Department	Ophthalmology
Base	Abergele (Central)

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Assistant Director of Nursing Head of Nursing Surgery Clinical Director
Reports to: Name Line Manager	Advanced Ophthalmic Nurse Practitioner
Professionally Responsible to:	Surgical Matron Ophthalmic Medical team

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Job Summary/Job Purpose:

To assist in the provision of urgent medical care within the speciality Ophthalmology
To assist in Triage of ophthalmic casualties and provide Telephone triage advice over the phone to both patient and members of the wider multidisciplinary team.

Clinical

1. This role will require clinical diagnostic capability, clinical judgement, and clinical skills, with specialist knowledge in Ophthalmology
2. Demonstrate accountability in own practice, being accountable for own clinical judgements, decisions and patient management within own remit
3. Assess ophthalmic emergencies to:
 - Carry out initial triage face to face and via Telephone
 - Determine a comprehensive problem focused history
 - Analysis and interpretation of presenting symptoms
 - Onward referral to Nurse Practitioner or Medical officer
4. Demonstrate critical thinking and reasoning skills, differentiate between normal, variations of normal and abnormal findings.
5. Takes appropriate action, initiating investigations which may aid diagnosis. Example OCT, Visual Field, Colour Vision test etc
6. Through telephone triage service, accept direct referrals from a variety of sources: General Practitioners, Optometrists, Advanced Practitioners as well as direct patient referral
7. Carry out video consultation to assess patients clinical need virtually (Attend Anywhere)
8. Deliver advice to patients and members of the MDT in both primary and secondary care, providing guidance on ophthalmic conditions/ symptoms via the telephone.
9. Communicate effectively with variety of individuals over telephone or virtually, anticipating barriers to communication and taking action to improve
10. Ensure problems or concerns are reported to the senior Nurse practitioner working alongside that shift
11. Justify clinical decisions about patient's health care, acting on clinical knowledge and judgement
12. To act always as the patients, advocate, assessing the patient's interpretation of their health condition providing support and advice to patients
13. To participate in risk assessment and management of risk effectively; to ensure all incidents/ accidents/near misses are reported through Datix system
14. Responsible for general clinical duties of ophthalmic patients i.e., monitoring vital signs, visual Acuity testing, irrigation, etc
15. To maintain accurate, contemporaneous records of all interventions

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16. To comply with all statutory policies and procedures of Betsi Cadwaladr University Health Board
17. To act always as the patients advocate

Leadership/ Management

1. Attend unit meetings, promote the development of improving ophthalmic services
2. Propose potential changes to practise
3. Identifies own personal development and learning needs with support of Matron, Nurse practitioner team and Consultant ophthalmologists
4. Be a proactive role model to inspire others
5. Undertake mandatory training in line with health board policies

Communication

1. Maintain continuous communication with a wide range of health care workers, patients, families, and other relevant departments/agencies based on mutual respect
2. Liaise and communicate with the primary care sector, hospital services, practitioners, and service users to provide relevant up-to-date clinical and professional advice, both verbally, written and via telephone
3. Be responsible for ensuring that a comprehensive record of patient's care, treatment, advice, and investigations is maintained and that the integrity and confidentiality of information is not compromised
4. Working Knowledge of WPAS to input and outcome triage calls for audit and record keeping
5. Establish and maintain professional and working relationships at all levels

Research

1. Ensure that practice is evidence based
2. Participate in clinical audits to evaluate and implement improvement of practice
3. Keep up to date with current legislation and professional issues, linking any new developments/ information to the unit environment, e.g., new procedures, new equipment, and innovative practice, to ensure practice is evidence based

Education and training

1. Assist in the induction/on the job training with new members of staff.

Quality & Clinical governance

1. Promote best practice in health, safety, and security. Ensure that all responsible precautions for a safe and secure environment for self and others in accordance with Health and safety legislation
2. Instigate patient and public involvement activities in the department.
3. Promote equality and diversity

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4. Identify the need for and undertake clinical audit to improve the effectiveness of patient care.
5. Maintain accurate contemporaneous patient records in accordance with NMC Guidelines and BCHUB standards.
6. To undertake and keep up to date with mandatory training as well as maintaining knowledge in line with Health Board and local policies
7. Work within agreed policies and procedures of the Betsi Cadwaladr Health Board and to work within professional Code of Conduct of the Nursing and Midwifery Council
8. To Act as a clinical role model
9. To ensure competency and safe maintenance of all medical devices within the sphere of responsibility.
10. Attend regular in-house clinical governance meetings to disseminate information and exchange best practices.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>NMC Registered Nurse</p> <p>Post Graduate Diploma-Ophthalmic Nursing qualification</p> <p>Substantial Ophthalmic experience at Band 5/6</p>	<p>Welsh Speaker</p> <p>Experience working with the Nurse practitioner team</p> <p>Experience of working in a variety of ophthalmic settings</p> <p>Varied experience as triage nurse</p>	<p>Application form and pre-employment checks</p>
Experience	<p>Substantial post registration ophthalmic nursing experience</p> <p>Evidence of audit and service improvement activity</p> <p>Evidence of ongoing professional development</p>	<p>Experience of nursing triage</p> <p>WPAS trained</p>	<p>Application form and interview</p>

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Knowledge	<p>Specialist knowledge of Ophthalmic anatomy, physiology, and ophthalmic disease process and conditions</p> <p>Understanding of legal and ethical issues/responsibilities within practice</p> <p>Knowledge of local and national policies, procedures and guidelines within ophthalmology and nursing practice</p> <p>Knowledge and understanding of consent, data protection, confidentiality, and risk management.</p>	Existing knowledge of ophthalmic casualty conditions	<p>Application Form</p> <p>Interview</p> <p>References</p>
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GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate

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and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated

and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the Trust's pre-employment check procedure. *Delete as appropriate.
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

APPENDIX 1

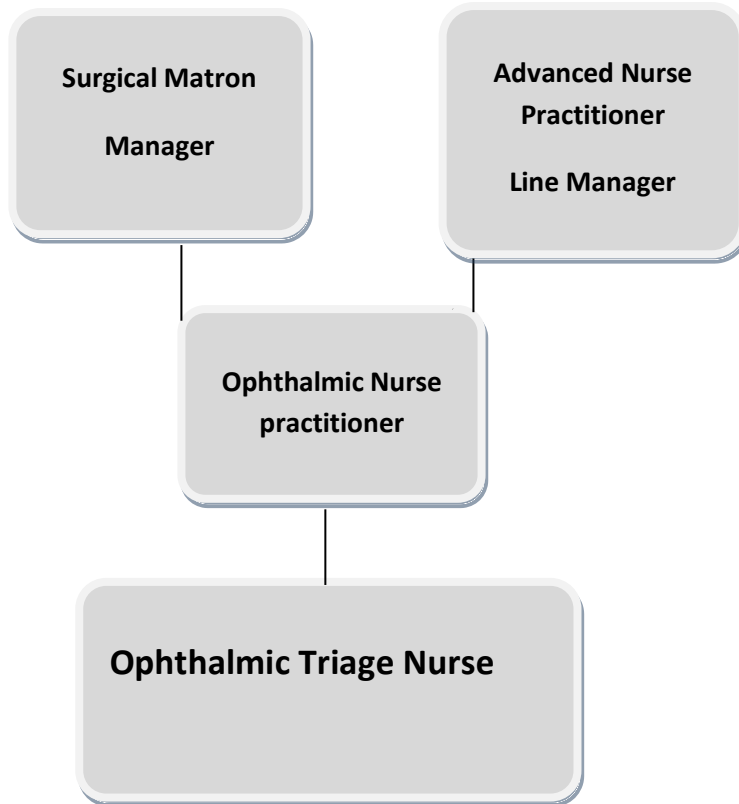
Job Title: ___Ophthalmic Triage Nurse_____

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Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



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