

JOB DESCRIPTION

Oxford Health NHS FT

Job Title:	Emergency Nurse/Care Practitioner
Band:	Band 6
Responsible to:	<i>Clinical Lead, First Contact & Primary Care Service</i>
Accountable to:	<i>Modern Matrons, First Contact & Primary Care Service</i>
Place of work:	Oxfordshire First Contact & Primary Care Service: Abingdon Community Hospital Witney Community Hospital Townlands Hospital, Henley Bicester Community Hospital East Oxford Health Centre Horton Hospital, Banbury
Hours:	37.5

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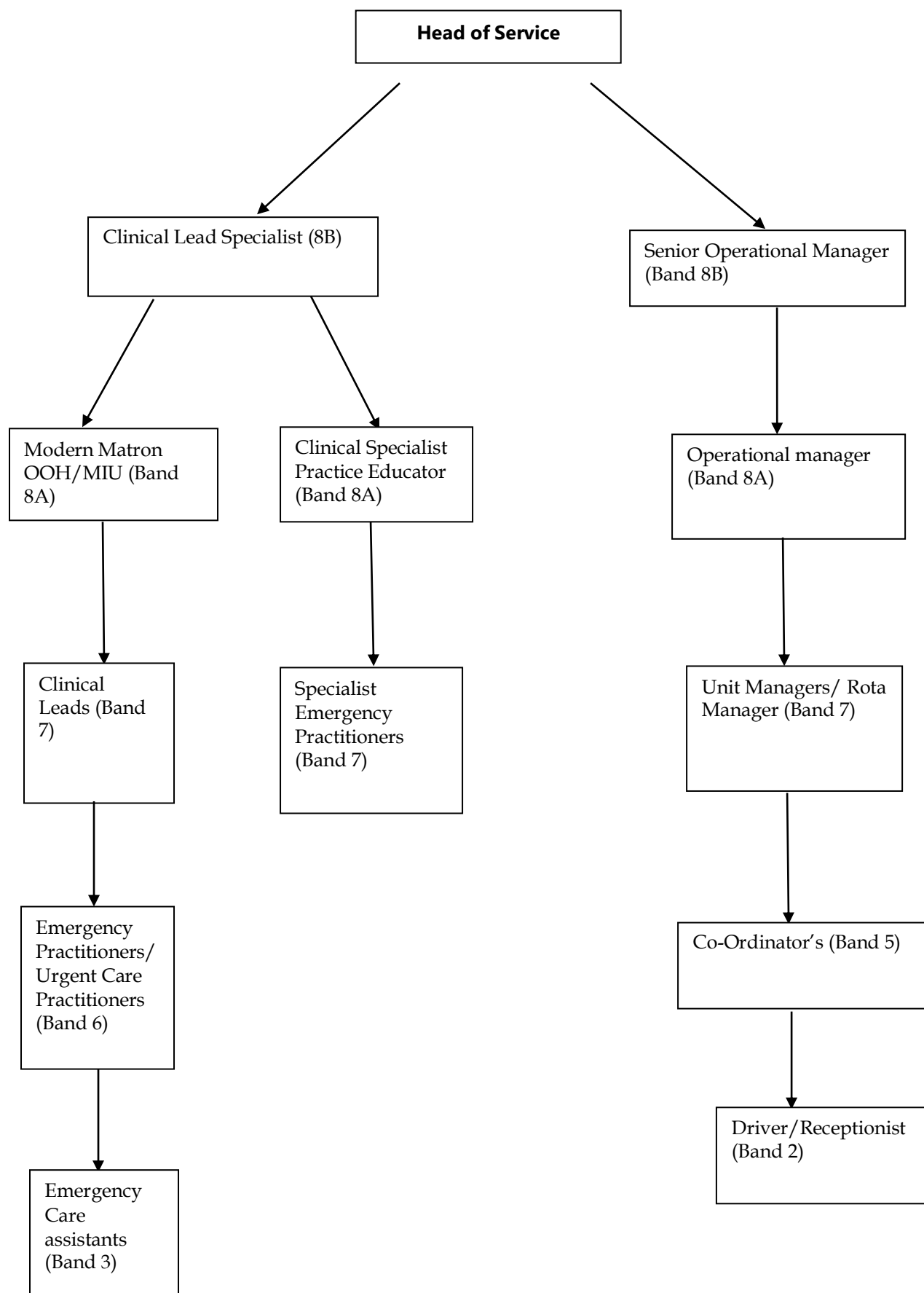
JOB PURPOSE

- As part of a multidisciplinary team the post holder will work autonomously to provide a high-quality service to patients attending the First Contact & Primary Care Service. This includes Minor Injury Units (MIU), Out of Hours Service (OOHs) and Single Point of Access (SPA). They will foster excellent working relationships within the team.
- The post holder will triage, assess, treat, discharge, and refer to the most appropriate specialty or practitioner in order to meet the patient's needs.
- They will support a learning environment that fosters a culture of clinical expertise and act as a role model to learners attached to the unit.
- They will work within the agreed clinical guidelines and the scope of professional practice.
- They will take responsibility for the smooth running of the unit on a shift basis.

DUTIES AND RESPONSIBILITIES

- Clinical management of patients presenting to First Contact & Primary Care Service (MIU/OOHs).
- To always act in a professional manner.
- To actively engage in the teaching and supervision of junior staff and students.
- To contribute to organisational development and change as necessary.
- To contribute to the organisational management of the service on issues such as health and safety, use of supplies and following local policy regarding incident reporting.

STRUCTURE CHART



MISSION STATEMENT

First Contact & Primary Care Service is a professional, patient-focused service committed to caring with dignity and respect

ROLE OF DEPARTMENT

Unit Philosophy

It is the aim as Emergency Nurse and Care Practitioners to provide an efficient service that is based on meeting the needs of the individual.

As Registered Nurses we adhere to the Nursing and Midwifery Council (NMC) Scope of Professional Practice and Code of Professional Conduct.

As Registered Paramedics we adhere to the Health Professionals Council (HCPC) Standards of conduct, performance, and ethics.

We are committed to delivering high standards of care and will strive to ensure that there is an intrinsic link between quality care, research-based practice, continuing education, and the development of the Emergency Nurse/Care Practitioner's role.

Our overall aim is to provide high quality patient focused care. We strive to ensure the delivery of evidence-based practice at each and every contact.

KEY RESULT AREAS

To include:

- Clinical management of patients presenting to First Contact & Primary Care Service (MIU/OOHs).
- To assess, Diagnose, treat, discharge/refer patients according to the clinical guidelines and PGD's within the base and within the patient's home.
- To liaise with General Practitioners/Acute Trust in patient specialities regarding patient management whilst on home visits
- To ensure that clinical practice is in accordance with the NMC code of conduct (2008), Scope of professional practice (1992), or HCPC standards of conduct performance and ethics as well as local policy.
- To clearly document the management of each patient
- To produce a GP letter following each patient episode, this will contain information regarding the history of the event, the clinical findings, treatment, and referral.
- To maintain self-development, acknowledge training needs and always promote evidence-based practice.
- To form collaborative working relationships with other health care professionals working within the service.
- To form collaborative working relationships with other health care professionals on the hospital

premises.

- To provide relevant health education to each patient
- To contribute to audit and evaluation of the service

Professional

- To act always in such a manner as to promote and safeguard the interests and well-being of patients and staff.
- To promote an environment conducive to client satisfaction and high staff morale
- To ensure that all Oxford Health NHS FT policies and procedures are followed, implementing change when required in line with HR policy.
- To maintain confidentiality and actively encourage other staff to abide by the same professional code.
- To be responsible, in collaboration with the pharmacist, for the safe storage and administration of drugs in accordance with guidelines and Oxford Health NHS FT procedure
- To contribute to and attend yearly Individual performance reviews.

Leadership and Change Management

- To assist with the development and implementation of new communication systems such as the electronic patient record and PAC's
- To assist in clinical/managerial change within the department to ensure the delivery of evidence-based practice.
- To actively encourage multi-disciplinary approaches to care.

Teaching and Supervision

- To actively promote, encourage and participate in regular teaching/training sessions to the multi-disciplinary team to maintain a positive learning environment.
- To liaise with the Clinical Placement Facilitator acting as a student mentor and as a resource for the multi-disciplinary team on nursing issues, particularly related to minor injury and illness
- To contribute to the development of evidence-based nursing practice within the First Contact & Primary Care Service through the interpretation of Evidence based Practice.
- To support other hospital staff in education and training in unscheduled care as appropriate

Organisational

- To be responsible for Health and Safety of patients, relatives, visitors, and staff, keeping abreast of Health and Safety information, particularly regarding COSHH, Fire, Infection control and manual handling
- To monitor the use of supplies and equipment, ensuring that it is regularly checked and maintained.

- To complete and submit forms as required, e.g., accident forms, incident forms, and take action where necessary as appropriate.

Miscellaneous

- To participate in local, corporate, and external agency meetings as required
- To participate in quality and audit initiatives as required
- Occasionally arrange for the administration of cheques for patient medication prescription charges

The post holder will be expected to.

- Be responsible for keeping him/herself professionally updated to maintain an up-to-date registration with the NMC/HCPC and to ensure that all staff within their sphere of responsibility also follow the code.
- The post holder should be aware of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

EQUIPMENT AND MACHINERY

- Automated External Defibrillation device
- Cardiac monitor
- ECG machine
- Suction unit
- Plaster Saw and related equipment.
- Ring cutter
- Thermometer
- Wheelchairs
- Crutches and walking assistance devices.
- Resuscitation equipment such as Laryngeal Mask Airways/airbag resuscitators

SYSTEMS

- Current software system
- Insight Radiology System
- EPR
- Oxfordshire Care Summary Case Notes
- Toxbase

- Ulysses
- Datix

REVIEW OF WORK

- The post includes rotation on to night duty and weekends.
- The post holder will be expected to work unsupervised after an initial period of training, and exercise initiative when providing patient care; however, the Clinical Managers or deputising cover will be available for advice and guidance on clinical matters whilst the Operations Manager or deputy will give guidance on operational matters.
- Work review and formal appraisal of performance will be conducted by the band 7 Emergency Practitioner or Clinical Lead.

DECISIONS AND JUDGEMENTS

- Planning order of work and managing caseload.
- Delegating tasks appropriately to junior staff.
- Managing individual patients on a clinical priority basis.
- Acknowledging changes in patients' conditions and taking appropriate action, as necessary.
- Ascertaining diagnosis from clinical symptoms and acting/issuing medications/treating appropriately

MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing competing demands on time.
- Dealing with patients who are anxious and distressed and often challenging.
- Occasional exposure to distressing sights.
- Necessity to work under pressure.
- Occasional exposure to body fluids/faeces.
- Occasional exposure to aggressive behaviour with little support.

COMMUNICATIONS AND RELATIONSHIPS

The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team, and external agencies involved with the provision of care.

- **External**

1. Ambulance Service, 111, Police, Social Services, voluntary agencies, other NHS Trusts.
2. Acute trusts, outpatient clinic staff.
3. Child Protection Agencies and the Safeguarding Adult and Children Representatives.
4. Guys Poisons Unit.

- **Internal**

1. Other Emergency Practitioners, EMU/H@H/SPA, General Practitioners, Paramedics, District Nurses, and Health Visitors.
2. Lead Nurse for safeguarding children and younger people.
3. Lead Nurse for safeguarding vulnerable adults.
4. Clinical Governance representatives.
5. Attached medical and nursing staff including undergraduate and post graduate students.
6. Clinical Manager and Operations Manager.

PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills (After initial training)

- Skills in patient assessment.
- Skills in plaster of Paris application.
- Skills in Suturing.
- Skills in intravenous access.
- Skills in venepuncture.
- Skills in fracture manipulation and dislocation reduction.
- Skills in removal of foreign bodies from ears, nose, and eyes.

Physical Demands:

- Patient movement with use of mechanical aides, manoeuvre patients.
- Push trolley's, wheelchairs.

- Stand/walking for the majority/extended periods of a shift.
- Application of plaster of Paris.

Mental Demands:

- Concentration needed in the interpretation of X-Rays.
- Concentration required when undertaking assessment of patients.
- Concentration required when ascertaining triage priority.
- Concentration required when inputting patient data on the clinical information system.

Emotional Demands:

- Communicating with distressed/anxious/worried patients/relatives.
- Caring for patients following receipt of bad news.
- Dealing with patients with severely challenging behaviour.
- Dealing with the terminally ill and their families/relatives especially on home visits.

Working Conditions:

- Exposure to body fluids, (several times each shift).
- Exposure to verbal aggression (occasionally).
- Exposure to physically aggressive behaviour (rarely).

KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Registered General Nurse or Registered Paramedic.
- Specialist clinical knowledge/advanced clinical examination techniques.
- Autonomous practice qualification, following training.
- Basic and Immediate Life Support (ILS) including AED.
- IRMER qualification.
- Experience in Autonomous practice and decision making.
- Experience of working with Patient Group Directions (PGDs) or non-medical prescribing.
- Good IT literacy skills.
- Ability to work with people and as part of a multidisciplinary team.

CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g., NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin, or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents, and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to

date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored, and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: 6 Emergency Nurse/Care Practitioner		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<ul style="list-style-type: none"> Experience at Band 5 equivalent in Emergency department, Acute setting, Urgent Care/GP practice setting or paramedic experience. Experience with mentoring students. <p>Competent in using Evidence Based Practice.</p>	<ul style="list-style-type: none"> Experience working in MDT. Experience working with care assistants. NVQ assessor/and/or experience working with NVQ programme.
Qualifications – Academic/Skills/Professional	<ul style="list-style-type: none"> Registered General Nurse or Registered Paramedic. Recognised mentor course or qualification. Minor Injury Management Course or willingness to undertake. Minor Illness course or willingness to undertake. Independent prescribing course or PGD training course. ILS. 	<ul style="list-style-type: none"> RMN/RSCN. A&E Certification ENB 199 ENB A33. ALS or similar. ATNC/TNCC. Autonomous practice degree. Independent prescribing qualification.
Further Training or Job Related Aptitude and Skills	<ul style="list-style-type: none"> Developing excellence in patient care. Developing excellence promoting a learning/therapeutic environment. Interest in audit and research. 	<ul style="list-style-type: none"> Aware of quality issues in relation to patient care. Mentoring students. Awareness of national issues with implications for nursing or paramedic health care education and health care employment.

Personal Qualities	<ul style="list-style-type: none"> • Excellent interpersonal skills. • Flexible and adaptable. • Assertive and confident. • Able to work independently. • Effective role model. • Active team member. • Committed to growth and development of colleagues and environment. • Able to motivate colleagues. • Approachable. • Diplomatic. • Committed to personal growth. 	<ul style="list-style-type: none"> • Counselling skills. • Coaching skills. • Able to facilitate professional growth in colleagues. • Committed to constant review and change.
Contractual Requirements or other requirements	<ul style="list-style-type: none"> • Ability to travel between different bases: Abingdon, Banbury, Bicester, Henley, Oxford, and Witney. • Shift work, days, nights, weekends, and bank holidays 	