

# Virtual Fracture Clinic Nurse

Planned Care

JOB DESCRIPTION



## 1. About the Trust

### Our organisation

The Hillingdon Hospitals NHS Foundation Trust is the only acute hospital in the London Borough of Hillingdon and offers a wide range of services including accident and emergency, inpatient care, day surgery, outpatient clinics and maternity services. The Trust's services at Mount Vernon Hospital include routine day surgery, delivered at a modern treatment centre, a minor injuries unit and outpatient clinics.



The safety and well-being of our patients and of our staff is paramount and we are making urgent improvements to address this – particularly in infection prevention and control. We are making progress and going forward by working in partnership with local GPs, charities, community services, academic partners, our local authority, neighbouring hospitals and the wider North West London Integrated care system, and ensuring that we listen and work in partnership with our local population. We are absolutely focused on ensuring that our hospitals provide high quality, safe and compassionate care, while drive forward the building of the new Hillingdon Hospital.

We have over 3,500 members of staff that are proud to care for nearly half a million people, with a vision to be an outstanding provider of healthcare through leading health and academic partnerships, transforming services, to provide the best care where needed.

Our staff are real superstars; how they have responded to the challenge of the COVID-19 pandemic was amazing and reflects our values - which guide our decisions, our teamwork, how we support our people and how we deliver our patient care. The values form the mnemonic CARES:

**Communication**

**Attitude**

**Responsibility**

**Equity**

**Safety**



Our patients are at the heart of everything we do and our mission is to provide high quality, safe and compassionate care, improving the health and wellbeing of all the people we serve. In addition to our Estates, Clinical, Workforce, Digital, Communications and Engagement strategies, our strategic objectives this year are focused on Quality, Workforce, Performance, Money, Well-Led and Partnership Working.

## 2. Role profile: Job description & Person specification

<b>Job title</b>	Virtual Fracture Clinic Nurse
<b>Salary scale</b>	Band 6
<b>Division</b>	Planned Care
<b>Responsible to</b>	Service Manager for Orthopaedics (Operational) and Trauma and Orthopaedics (Clinical)
<b>Accountable to</b>	
<b>Type of contract</b>	
<b>Hours per week</b>	37.5
<b>Location</b>	

### Job summary

The aim of the Virtual Fracture Clinic Nurse role is to support the Orthopaedic team to enhance the Virtual Fracture Service in line with regional and national standards. The post holder will support the orthopaedic teams to facilitate patients being appropriately triaged, receiving consultant-led review and advice delivered by the VFC nurse to allow patients to be treated in the right place, at the right time whilst reducing unnecessary visits to hospital for face-to-face follow-ups.

As part of our commitment to providing the highest quality service to our patients, the post holder will be empowered to improve the VFC patient pathways of care utilising digital platforms. The post holder will also work within nurse - led clinics run in parallel with orthopaedic surgeons as well as provide support to the Fracture Clinic face-to-face care where necessary and have an active involvement in multidisciplinary team meetings to help shape patient care.

The post holder will work with the department manager and multi-disciplinary team members in monitoring and maintaining policies, standards of nursing care and staff development and there will also be a requirement to undertake audit and present data findings at departmental meetings. The VFC Nurse, as part of the clinic team, will be flexible in the approach to the clinical area and provide cover for any area specified as necessary.

### **Key working relationships:**

- Multi-disciplinary teams
- Outpatient Nursing & Support staff
- Administrative staff in T&O
- Administrative staff in A&E and UCC
- Service Manager for Trauma & Orthopaedics
- Clinical Leads
- Clinical Site management team

## **Responsibilities and key result areas to include:**

### **KEY RESULT AREAS:**

- Clinical and Virtual Nursing care
- Effective use of resources
- Promotion of health
- Patient experience

### **Key responsibilities include:**

- Liaising with the multi-disciplinary team to organise appropriate follow up pathways for patients post review in the fracture clinic.
- Coordinating Fracture Clinics offering high quality and cost-effective care.
- Managing, maintaining, auditing, and presenting the fracture clinic outcome information.
- Offering patients information and clinical advice, on the telephone, following consultant review in the fracture clinic & empowering patients to manage their own conditions.
- Prioritising time to review patients based on discussions with patients.
- Promoting and maintaining effective communication with the multidisciplinary team, patients, and their careers.
- Support with the hands-on delivery of fracture clinic and the orthopaedic service.
- Advising outpatient nursing staff on orthopaedic patients and orthopaedic clinics.
- Working in collaboration with the T&O CNS to cover the services as needed.

### **Roles and responsibilities:**

- Co-ordinate the virtual fracture clinic (VFC), liaising with UCC and A&E to ensure all patients are appropriately referred and reviewed.
- Provide the Consultant leading the VFC with information about the clinical history and presentation of the patients discussed.
- Documenting outcomes of the clinic in the VFC outcome sheet so that outcomes may be audited.
- Telephone patients with the outcome of their virtual fracture clinic appointment, giving them relevant follow up appointments in the fracture or plaster clinic.

- To ensure information is communicated to patients in a manner that encourages and promotes understanding, taking into consideration any difficulties with language or hearing.
- To be familiar with the management of fractures and soft tissue injuries in order to be able to offer patient suitable advice including the management of plaster casts and associated problems e.g. pressure ulcers.
- Offer patients clinical and practical advice in relation to the management of their injury including recovery times, mobility, pain management and rehabilitation.
- Demonstrate up to date knowledge of relevant conditions and procedures □ Ensures patients are involved in decision-making regarding their care.
- Actively participates as an effective and competent member of the multidisciplinary team.
- Prioritise appointments depending on outcome of conversation with patients.
- Liaise with administrative staff in outpatients and with plaster technicians about patient appointments, booking appointments on Cerner as required.
- Demonstrate effective communication strategies when dealing with anxious and challenging situations, patients or careers.
- Practice enhanced negotiation, influencing and conflict management skills. Act as the patients advocate.
- Check that patients have the relevant information leaflet and check the usefulness of this information to them.
- Assist the Trauma coordinator when needed.
- Document conversations with patients on Path-point.
- Identify patients who need physiotherapy as part of their treatment plan and ensure referrals are completed and forwarded to the department.
- To provide cover for the Trauma coordinator & Trauma CNS.
- To support running of the fracture clinic for both virtual and face to face elements.

### **Leadership/Networking**

- Assist in audits of VFC services. -audit outcomes of the virtual fracture clinic in terms of patient satisfaction, waits for surgery, discharge rates and usefulness of patient information leaflets.
- Provide advice and assistance to all staff to enhance patient care.
- Engage in effective communication, involving all members of the multidisciplinary team, demonstrating the ability to put forward own views and effectively listen to other points of view.
- Foster the continued development of virtual fracture clinic within the Trust.
- Liaise with multiple care settings including A&E and the UCC to ensure continuity of care for the patient and an optimised patient experience, providing feedback about referrals when required.
- Act as a positive and effective role model.



- To communicate and advise the administrative and plaster clinic staff of all relevant aspects of patients' treatment plan to ensure suitable appointment times are booked and appropriate care provided.
- Demonstrate ability to take responsibility for own workload, by effectively analysing, prioritising and organising own workload.
- Demonstrate ability to address issues arising in a professional and discreet manner, acknowledging own limitations and seeking advice and guidance as necessary.

### **Service Development**

- Take a lead in improving the VFC service by applying a 360 degree approach to the service provision, developing and adapting processes as necessary to make improvements.
- Coordinate patient satisfaction surveys/audits, in relation to the VFC, present the data and engage the wider team in any changes/actions required
- Demonstrate a positive attitude to suggest changes in practice through the introduction of evidence-based care.
- Contribute ideas and suggestions regarding other conditions that may be suitable to be managed as a virtual clinic.
- Ensure that all patient leaflets are up to date and have been tested with patients.

### **Professional**

- Act in accordance with the Nursing and Midwifery Council (NMC) code of professional conduct being always accountable for own actions.
- Maintain and develop personal and professional knowledge, demonstrating clinical and professional nursing expertise as per NMC guidelines.
- Identify own personal development needs as part of annual appraisal process.
- Establish and maintain personal clinical supervision and mentoring.
- Be aware of and work within the policies of The Hillingdon Hospitals Foundation Trust when carrying out such duties as may be required and are consistent with the responsibility of the band.
- Be vigilant about effective and efficient use of resources and management of equipment and supplies with the Orthopaedic department.
- Keep own knowledge up to date and take personal responsibility for self-development and personal growth, show commitment to life-long learning.

### **Communication**

- Ensure all communication, which may be complex, contentious, or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.
- Ensure all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being

imparted and possible barriers such as language, culture and understanding of physical and mental health conditions.

### **Other Duties**

- May be required to work in a clinical environment depending on the service needs of the Trust.
- Ensure training and standards in manual handling to assist in the moving and handling of patients with suitable equipment if the need arises.
- Concentration will be required in providing complex clinical care whilst desk based and liaising with patients, arranging appointments, and communicating with clinics.
- Demonstrates ability to communicate with patients sensitively, which on occasion may be distressing in giving personal information.
- Demonstrates the ability to communicate with patients and staff who may be challenging in their behaviour or being able to confidently identify any issues such as safeguarding with emotional resilience to always maintain professionalism.



## Person specification

<b>Job title</b>	Virtual Fracture Clinic Nurse
<b>Salary scale</b>	<b>Band 6</b>
<b>Division</b>	Planned Care

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

Essential: E Desirable: D

Education and Qualifications	
<b>Registered Nurse</b>	E
Teaching Qualification	D

Experience	
Relevant Time in Post	D
Willingness to develop Teaching Skills	E
<b>Ability to solve problems and use initiative.</b>	E
<b>Ability to develop own clinical skills and a willingness to participate in continuing professional development.</b>	E
<b>Competency in medication administration including IV drug administration or willingness to undergo training</b>	E
<b>Basic IT skills - (eg. all Microsoft packages)</b>	E

Skills, knowledge and abilities	
<b>Interpersonal skills – Calm Supportive Motivated Professional .</b>	E
<b>Able to prioritise and meet deadlines</b>	E
<b>Able to manage difficult situations.</b>	E
<b>Awareness of the structure and organisation of the wider NHS</b>	D
<b>Experience of supervision of junior staff</b>	
<b>For specialist areas able to demonstrate sound knowledge of patient group</b>	D
<b>Knowledge of research and audit, Analytical skills</b>	E
<b>Experience of caring for sick patients in a variety of settings – this could be as a student</b>	E

<b>Excellent level of English language demonstrated through effective written and verbal communication skills</b>	<b>E</b>
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<b>Personal qualities</b>	
<b>Demonstrable ability to meet Trust values</b>	<b>E</b>

### 3. Advertisement

#### Virtual Fracture Nurse

#### The Hillingdon Hospitals NHS Foundation Trust

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**For further information please contact [recruiting manager], [recruiting manager's job title] at [recruiting manager's email address].**

The closing date for applications is [enter closing date] with interviews taking place [enter date of interviews].