



## Job description and specification



**Urgent Care Practitioner  
B7  
Barking, Havering and Redbridge  
UTCs**



## **JOB DESCRIPTION**

**JOB TITLE: Urgent Care Practitioner**

**BAND: 7**

**RESPONSIBLE TO: Head of Service**

### **KEY RELATIONSHIPS:**

<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• Integrated Care Director</li> <li>• Head of Service</li> <li>• Clinical Lead</li> <li>• Operational Lead</li> <li>• Health Care Support Workers</li> </ul>	<ul style="list-style-type: none"> <li>• London Ambulance Service</li> <li>• Local ED Staff</li> <li>• Child Protection Services and Health Visitors</li> <li>• Local GP services</li> <li>• PELC alliance</li> </ul>

### **CONTROLS ASSURANCE STATEMENT:**

The purpose of this post is work as a Qualified Nurse Practitioner / Emergency Care Practitioner within the UTC service, for the provision of autonomous patient care for presentations of minor injuries and illness.

### **Aim of the role:**

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

NELFT collaborated with the Partnership of East London Cooperatives (PELC) in 2020 to provide an exciting opportunity of nursing and support worker support to work towards providing the Barking Havering and Redbridge Urgent Treatment Centres with high standards of care. Running across four sites: Queens Hospital, King George Hospital, Barking Community Hospital and Harold Wood, the Urgent Care Centres cater for widely diverse population and high patient



flow. The post holder will be integral in maintaining high professional relationships with PELC partners and external stakeholders while supporting the team workforce in day to day running.

The post holder will achieve this by:

To work as a UCP with proven competencies to see assess diagnose and treat patients autonomously that present with minor injury/illness.

Has the ability and proven skills to manage caseloads of presenting patients, maintaining an accurate overview of shift and workload and the establishment of clinical priority of patients when acting as shift leader, including identifying team skill mix and appropriate delegation.

Ability to demonstrate recent clinical management and team management skills and be able to provide management support to the department and deputise for the Senior UCPs and Operational Leads of the BHR UTCs.

## **Key Responsibilities:**

### **Professional**

- Working within all policies, procedures and guidelines of collaborative working with NELFT/PELC; To act in a manner that promotes a professional positive image of all healthcare professionals NELFT

### **Clinical**

- The clinical dimensions of the post are wide ranging but in principle they encompass the assessment, investigation, diagnosis and treatment of patients presenting with minor illness and minor injury. All clinical activities will be within the scope of practice of the post holder.
- Demonstrating and meeting competencies to deliver appropriate health care such as history taking and physical assessment

### **Assessment**

- To obtain a relevant and sequential history of the presenting complaint
- To examine the patient as necessary to determine a working diagnosis
- To determine the most appropriate investigations to assist the diagnostic process

### **Investigation**

- Ordering of appropriate investigations including bloods, ECG, x-rays and urine

### **Diagnosis**

- To reach a working diagnosis within the scope of the clinician or appropriately refer if required;
- To interpret investigations appropriately
- To use other sources of professional help to reach a diagnosis or impression if available through the referral system.

### **Treatment**

- Those treatments covered in the guidelines and pathways of the trust and national guidance including prescribing and working to PGD



- Those treatments for which medical or other professional advice has been given.
- Those emergency treatments that are needed in order to save life or to safeguard the interests of the patient.

### Discharge / Referrals

To ensure that patients are safely discharged with appropriate instructions for after care and follow up.

- Meet standards of care following UTC clinical guidelines National/Local/Trust Policy encouraging health promotion and health education
- To undertake further specialist training as dictated by service needs and government directives
- To be professionally, legally responsible and accountable for all aspects of clinical decision making.

### Leadership

1. To participate in the development of an effective team and the development of productive working relationships throughout the Trust.
2. To actively promote integrated health professional working internally and externally.
3. To provide shift lead and team management opportunities to facilitate on- site problem solving and team skill mix support to promote healthy working partnerships
4. To take an active interest in working parties and groups within the Trust to develop and improve on service delivery, protocols and guidelines.
5. To participate in necessary service requirements including auditing and supervising junior staff and students working within the UTC environment
6. To advise, encourage and share knowledge utilising the latest research and practice development, through literature and peer reviews.
7. To identify gaps in service or needs and escalate appropriate if not able to action i.e. equipment ordering

### Clinical Skills

1. To act as an autonomous, registered practitioner who is legally and professionally accountable for own unsupervised actions guided by the professional code of conduct, trust guidelines and policies.
2. The post holder will have current effective status on the Nursing and Midwifery Council (NMC) Registered Nurse (RN12).
3. To act as a clinical resource for staff in the UTC service providing expert nursing advice as required.
4. To ensure practice is supported by research, evidence based practice, literature and peer review including NICE guidelines.
5. To have relevant qualifications of
  - Top to toe Health Assessment Needs Module
  - Minor Illness module
  - Minor Injuries module
  - Non-Medical prescribing (desirable) expectation to work on PGDs.
6. To be able to assess diagnose treat and manage patients presenting with a minor injury / illness including referral to x-ray and x-ray interpretation.
7. Clinical Skills:
  - Suturing
  - Plaster of Paris





- IRMER/Red Dot Training
- ECG Interpretation
- Paediatric consultations

## **Computer/Administration**

1. To be computer literate and encourage implementation of the Trust's IM&T Strategy.
2. To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times.
3. To take part, and assist, in the planning and administration relating to day to day running of the caseload.

## **Communication**

- Working within multi-disciplinary care teams, promoting good communications with the Trust, Hospital staff, BHRT and other agencies.
- Ensuring that clients and carers who face cultural and / or language barriers are helped to understand and make use of the services available.
- To communicate effectively and work collaboratively with medical, nursing and allied health colleagues to ensure delivery of a co-ordinated multidisciplinary service. This will include referral forms using appropriate terminology as well as appropriate communication with other ED departments, social services, general practitioners and child and adult safeguarding teams.

## **Training**

1. To act as mentor to students, providing effective education, facilitating their development and promoting high standards of nursing care.
2. Ensure students are actively supported to enable them to achieve their learning needs.
3. To ensure own continued professional development and support a culture of lifelong learning in self and others.
4. To undertake, and assist, in the planning of own mandatory training and workshops.
5. To undertake a regular appraisal, developing a personal development plan that includes clinical competencies reflecting the health needs of the local population and relates to Trust strategy.
6. To support new staff and their integration within the team.
7. To support training as part of the role including changes to professional development and implementation of new policies and guidelines.

## **Specific Tasks directly related to the post:**

1. Provide clinical advice for all staff
2. Shift lead for on-site management including escalation when required
3. Undertake complaint investigation both locally and for the directorate.
4. Interviewing new staff



5. 1-1s / appraisals for direct reports
6. Attend and represent the UTC at appropriate meetings.
7. Undertake risk assessments as required.
8. Provide first line management to the HCSW staff group

## **Additional Information**

### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

### **Risk Management**

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

### **Safeguarding Children and vulnerable adults**

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

### **Standards of Business Conduct & Conflict of Interest**



The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

## **Sustainability**

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

## **Smoking Policy**

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

## **Codes of Conduct**

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

## **Data Protection**

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

## **Information Security and Confidentiality**

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.



All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

## **Equality and Diversity**

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

## **Key Performance Indicators (KPI)**

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

## **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

## **Other Duties**

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

**For HR Use Only:**





**For Manager Use Only:**

Date last reviewed: 20.09.21

Date to be reviewed: 20.09.23

Signed:.....  
(Manager)

Dated: .....

Signed: .....  
(Employee)

Dated:.....

**Guidance**

- Information already listed in the person specification should remain.
- All rows that are marked with a \* and highlighted in yellow can have information added to them.

	Essential	Desirable	Measurement
<b>Demonstration of Trust Values</b>			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
<b>Qualifications</b>			
Registered General Nurse (1 <sup>st</sup> Level) or Paramedic with the HCPC. Teaching Qualification	✓ ✓ ✓		Application Form Interview Assessment
At least 1 relevant other	✓		



RSCN, A/E qualification			Application Form Interview Assessment
Minor Injuries Course or equivalent	✓		Application Form
Minor Illness Course or equivalent	✓		Interview
Physical Assessment Course or equivalent	✓		Assessment
Paediatrics Consultation Modules		✓	Application Form
<b>Experience</b>			
Experience of multi-disciplinary working	✓		Application Form Interview Assessment
Previous experience in a band 6 post or equivalent, working as an autonomous practitioner for at least 2 years.	✓		Application Form Interview Assessment
Willingness to use Patient Group Directives or non-medical prescribing.	✓		Application Form Interview Assessment
Recent experience working in an A&E department, WIC or equivalent.	✓		Application Form Interview Assessment
Paediatric experience		✓	Application Form Interview Assessment
Has a range of clinical skills including: <ul style="list-style-type: none"> <li>• Suturing</li> <li>• Plaster of Paris</li> <li>• IRMER/Red Dot Training</li> <li>• ECG Interpretation</li> <li>• Paediatric consultations</li> </ul>	✓		Application Form Interview Assessment
<b>Knowledge</b>			
An awareness of NHS Plan, Urgent Care Vanguard, NHS plan and clinical governance priorities	✓		Application Form Interview Assessment



Ability to support and manage a caseload of patients and deliver a high standard of research based clinical care.	✓		Application Form Interview Assessment
Ability to demonstrate excellent written and verbal communication skills.	✓		Application Form Interview Assessment
<b>Skills</b>			
Basic awareness of IT and IT skills. To Stream, Support and Manage a caseload of patients, including assessment, diagnosis, and treatment. Also ability to plan, monitor and evaluate including providing health promotion and education to patients.	✓  ✓		Application Form Interview Assessment
Identify unsafe practice and respond appropriately to rectify and address issues.	✓		Application Form Interview Assessment
Ability to work on own initiative and prioritise work.	✓		Application Form Interview Assessment
Ability to act as a role model	✓		
<b>Other</b>			
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel efficiently throughout the area	✓		Application Form Interview Assessment
Flexibility of working hours.	✓		Application Form Interview Assessment

