

JOB DESCRIPTION

JOB TITLE:	Senior General Practice Nurse
RESPONSIBLE TO:	Lead Nurse
LOCATION(S):	Primarily based at Charlotte Keel Medical Practice. Occasionally will be expected to work / attend meetings at additional sites.

Job Context

BrisDoc currently operates the following services: (1) An Out of Hours GP service within Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices; (2) Daytime GP Practices (Broadmead Medical Centre (which also has a walk-in service), Northville Family Practice, Bishopston Medical Practice, Charlotte Keel Medical Practice and the Bristol Homeless Health Service; (3) Acute GP Team in Southmead Hospital and the Bristol Royal Infirmary which helps avoid hospital admissions for patients.

Charlotte Keel Medical Practice has a patient population of approximately 17,000 patients. The Practice is at the vibrant & colourful heart of Bristol's inner city, serving a population from all corners of the world and from all walks of life, and passionately believes in responding to all of our patients' cultural & social agendas. The team is enthusiastic and friendly and place a strong emphasis on a supportive environment.

Job Summary

The post holder is responsible for the management, monitoring and clinical duties for running of the chronic disease clinics, including: asthma, Chronic Obstructive Pulmonary Disease (COPD), diabetes and related conditions (IFG/IGT/gestational diabetes), chronic kidney disease (CKD), hypertension, heart failure, primary and secondary prevention of coronary heart disease (CHD), stroke/TIA and AF.

The post holder will be required to contribute to the planning, implementation and review of programmes to improve health and well-being and meet the specific needs of individuals and groups.

The post holder will assess patients with moderately complex health needs or who may require specialist interventions and where appropriate diagnose. They will develop plans, including those for specialist interventions, to meet the health needs of patients. They will undertake appropriate treatments within their capability for patients with complex/specialist healthcare needs.

The post holder may prescribe products, if appropriately trained and authorised.

The post holder will contribute to developing, implementing and monitoring policies, standards and guidelines within own sphere of practice. They will contribute to the development of students and staff. They will promote the health, safety and security of individuals, groups and colleagues.

The focus of the role is both the delivery of evidence based practice for patients presenting

with long-term conditions and acute problems that occur as a result of their chronic disease, and the provision of preventative health care to the practice population. As an advanced practitioner the nurse is responsible for the care delivered, demonstrating critical thinking and clinical decision-making in the management of patients.

The level of involvement must be within the professional competence of the postholder. Extra training will be provided before new duties are undertaken, and the postholder will work in accordance with the Nursing & Midwifery Council (NMC) (2008) Code of Conduct.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Main duties and responsibilities:

The post holder will be responsible for:

Communication

- Communicate effectively with all members of the nursing team, patients and carers
- Undertaking autonomous consultations, sometimes complex, adopting an appropriate style
- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Managing challenging consultations
- Anticipate barriers to communication and take action to improve communication
- Maintain effective communication with individuals and groups within the practice environment, the wider multidisciplinary and external stakeholders
- Act as an advocate when representing patients and colleagues
- Demonstrating and confirming good practice in record keeping and confidentiality in the practice nursing team, and in the wider practice team

Delivering a Quality Service:

- Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery Council (NMC)
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to the NSF and the National Institute for Clinical Excellence (NICE) guidelines and evidence-based care
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
- Developing plans, including those for specialist interventions to meet the health needs of patients
- Administering and monitoring medication consistent with protocols, standards and legislation
- Provide information and advice on prescribed or over-the-counter medication regimes, effects and interactions
- Participate in the maintenance of quality governance systems and processes across the organisation and its activities
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other clinical teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate

- Respecting the privacy, dignity, needs and beliefs of patients and carers
- Acknowledging patients' rights to make their own decisions about their health and well-being
- Evaluate the patients' response to health care provision and the effectiveness of care
- Support and participate in shared learning across the practice and wider organisation
- Participate in the management, review and identify learning from patient complaints, clinical incidents and near-miss events utilising a structured framework
- Participate in the performance monitoring review of the team, providing feedback as appropriate
- Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance
- explaining clearly to groups and individuals when their behaviour may require the practitioner to alert other authorities
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate

Team working:

- Understand own role and scope in the organisation and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery Participate in team activities that create opportunities to improve patient care
- Participate in and support local projects as agreed with the practice management team

Management of risk:

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Ensure safe storage, rotation and disposal of vaccines and drugs is undertaken. Where appropriate, oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements
- Encouraging others to identify changes in patients environments that might put patients at risk and agreeing with them the actions to be taken
- Using the personal security systems within the workplace according to practice guidelines: helping and maintaining effective systems for monitoring risk taking the necessary actions promptly when someone may be at risk
- Undertake mandatory and statutory training
- Apply infection control measures within the practice according to local and national guidelines
- Apply policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all
- Participate in the local implementation strategies that are aligned to the values and culture of general practice

Utilising information:

- Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information
- Demonstrate good practice in record keeping and confidentiality
- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
- Manage information searches using the internet and local library databases, for example, the retrieval of relevant information for patients on their condition
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act

Learning and development:

- Develop own knowledge and practice and apply this to improve nursing practice. To maintain professional development, the post holder will also attend courses and study days as appropriate in agreement with the lead practice nurse and partners in line with the practice study leave policy
- Actively participating in clinical supervision
- Contributing to the development of students and staff through participating in teaching programmes and supporting individuals at work
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
- Act as mentor to students, assessing competence against set standards as requested and if appropriately qualified
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

This job description may be subject to periodic review and amendment in the light of changing service needs, and following successful completion of the probationary period of 3 months. Any changes will be fully discussed with the post holder. The post holder may also be required to carry out other work appropriate to the grade of the post.

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.
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Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 2018 (alongside the EU General Data Protection Regulations) the postholder must maintain the confidentiality of information about patients and staff. The

work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

Infection Prevention and Control

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

Safeguarding

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

Smoking

Smoking will not be tolerated inside any BrisDoc building and vehicle.

Environment

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Registered General Nurse – Adult. Member of professional body.	Essential	Application and Interview
Evidence of continuing professional development	Essential	Application and Interview
3 years full time equivalent experience		
Experience of using EMIS and Microsoft office packages	Essential	Application and Interview
Full current driving license	Essential	Application
Diploma/level 2 in diabetes management, asthma, COPD, CHD primary and secondary prevention, or willingness to undertake training	Essential	Application and Interview
Independent Nurse Prescriber (has qualification or willing to undertake)	Essential	Application and Interview
Able to manage and supervise staff in the absence of lead practice nurse	Desirable	Application and Interview
Experience of mentoring and assessing staff and students	Desirable	Interview
Clinical leadership skills	Desirable	Interview
Experience of developing relationships with external agencies and organisations Experience of working across organisational boundaries within health or social care	Essential	Application and Interview
Experience of working across organisational boundaries within health or social care	Essential	Application and Interview

SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Skills in management of patients with long-term conditions	Essential	Application and Interview
Knowledge of health promotion strategies	Essential	Application and Interview
Knowledge of clinical governance issues in primary care	Essential	Application and Interview
Knowledge of patient group directions and associated policy	Essential	Interview
Change management skills and ability to support patients to change lifestyle	Essential	Interview
Able to work well within a team and a knowledge of team dynamics.	Essential	Interview
An understanding of the role of Primary Care Trusts within the wider NHS	Essential	Interview
Knowledge and understanding of relevant legal issues relating to (e.g.) Data Protection confidentiality, Health and Safety, Child Protection and Vulnerable Adults	Essential	Interview
Awareness of accountability of own and other's roles in a nurse-led service	Essential	Interview
An understanding of the steps that need to be taken to provide appropriate, accessible and sensitive primary health care services	Essential	Interview
Able to be flexible in working pattern, committed to helping achieve work life balance.	Essential	Interview
Able to work without supervision to achieve the objectives of the post	Essential	Interview
Able to communicate clearly and succinctly using all forms of communication, e.g. verbal, non-verbal, written, electronic	Essential	Interview
Able to deal with change in a rapidly changing environment.	Essential	Interview
Able to make correct decisions within a set of clear guidelines	Essential	Interview
Able to write appropriate management reports required by the post	Essential	Interview

Knowledge of public health issues in the local area	Essential	Interview
Awareness of issues within the wider health economy	Essential	Interview
Previous experience within community environment	Essential	Interview
Willing to do home visits for house bound patients who have a chronic disease	Essential	Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high quality staff and patient care	Essential	Application and Interview
Organised, systematic and flexible - Good time management being able to prioritise work and work under pressure	Essential	Application and Interview
Tactful and diplomatic	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Self motivated and able to work autonomously	Essential	
Willingness to learn new skills and to problem solve	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of conflict.	Essential	Application and Interview
An understanding of the law relating to (eg) Data Protection. An understanding of the (eg) Data Protection Act 1998.	Essential	Interview
An understanding of the implications of cultural difference for service delivery. An understanding of the steps that need to be taken to provide appropriate, accessible and sensitive primary health care services	Essential	Interview

OTHER REQUIREMENTS

Criteria	Requirements	Measurement/Testing Method
Ability to travel to other BrisDoc sites for meetings	Desirable	Interview

Created / Last updated: February 2019

Declaration *(to be completed by post holder):*

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court