

JOB DESCRIPTION

- JOB TITLE:** Out of Hours Practitioner
- RESPONSIBLE TO:** Head of Nursing
- LOCATION(S):** Based at BrisDoc Operational bases throughout Bristol, North Somerset and South Gloucestershire (BNSSG) and occasionally required to attend BrisDoc Headquarters at Osprey Court for training and meetings.
- JOB PROFILE:** This role is a key clinical role for the GP Out of Hours Service. The out of hours period is defined as weekday evenings from 18.00 through to 08.00 the next day, and 24/7 across weekends and bank holidays.

Job Context

The Bristol, North Somerset and South Gloucestershire health community is made up of a population of circa 900,000 people and over 100 GP practices. It consists of three acute trusts, three community health providers and a range of other providers who make a contribution to the urgent care system. The GP Out of Hours service is accessed via NHS 111.

BrisDoc provides the GP Out of Hours Service across the whole of the Bristol, North Somerset and South Gloucestershire health community.

This post forms part of the clinical team for the Out of Hours service.

Job Summary

- The post holder is an experienced nurse or paramedic who, acting within their professional boundaries, will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment and evaluation of care. They will demonstrate safe, clinical decision-making and expert care, including assessment and diagnostic skills, for patients within the general practice. The post holder will demonstrate critical thinking in the clinical decision-making process. They will work collaboratively with the Out Of Hours team to meet the needs of patients, supporting the delivery of policy and procedures, and providing nurse leadership as required. In order to work at this level NMC requirements for advanced practice must be met.
- Working as an autonomous practitioner as part of the BrisDoc team of nurses, AHPs and doctors in the delivery of face to face consultations with some telephone advice. You will be expected to see patients independently, diagnose and treat within the setting of the GP facility and in patients' homes. At times, you will be operating as a single clinician with support from remote or mobile doctor.

- There will be times particularly after 11pm when there is only one doctor supporting the centre and times when this doctor is engaged in domiciliary visits. Immediate medical support by telephone will be available at all times as will subsequent on site support upon request.

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:

Clinical

- Assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis
- Clinically examine and assess patient needs from a physiological and psychological perspective, and plan clinical care accordingly
- Assess, diagnosis, plan, implement and evaluate interventions/treatments for patients with complex needs
- Proactively identify, diagnose and manage treatment plans for patients at risk of developing a long-term condition (as appropriate)
- Diagnose and manage both acute and chronic conditions, integrating both drug- and non-drug-based treatment methods into a management plan
- Prescribe and review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice
- Work with patients in order to support compliance with and adherence to prescribed treatments
- Provide information and advice on prescribed or over-the-counter medication on medication regimens, side-effects and interactions
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Support patients to adopt health promotion strategies that promote healthy lifestyles, and apply principles of self-care
- Assess, identify and refer patients presenting with mental health needs in accordance with the NSF for Mental Health
- To provide face-to-face and telephone clinical assessment/treatment and management plan to BrisDoc patients.
- To provide clinical support to doctors within the Out of Hours team
- To undertake visits at patients home as required and within scope of practice
- Continue to develop and expand own personal clinical expertise as autonomous/independent practitioner.
- In partnership with others, challenge and critically evaluate the boundaries of autonomous practice, such that patient access choice and outcomes will improve.
- Help in the development and evaluation of clinical guidelines, and competency tools to support nurses in the expansion of their roles in the delivery of optimal care.
- Develop own areas of specific clinical expertise in order to link acute, primary, community and emergency care sectors in expanding nursing practice within BrisDoc.
- Nurses as prescribers must maintain competencies for prescribing portfolio and have a regular audit of their prescribing.

Communication

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment

- Communicate with and support patients who are receiving 'bad news'
- 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
- Anticipate barriers to communication and take action to improve communication
- Maintain effective communication within the Out of Hours clinical and operational team including with the Clinical Coordinator and all multi- disciplinary team members, as well as with external stakeholders
- Act as an advocate for patients and carers
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate
- To be able to maintain accurate electronic written patient records for users of services provided.
- To be aware of responsibilities under the Data Protection Act.
- To attend regular team meetings
- To ensure effective communication with colleagues, within the community, BrisDoc and wider health care teams as appropriate when referring a patient.

Other responsibilities

- Adhere to organisational policies
- Manage and maintain clinical records as required
- Maintain active NMC or HCPC registration
- To carry out other duties commensurate with the grade as directed
- When necessary provide clinical advice to operational staff setting up the Out of Hours base (e.g. advice on clinical equipment) and setting down at the end of the shift
- Operate a variety of standard office machines including a computer, phone, fax, shredding machine and photocopier.
- Undertake any relevant duties as requested by management e.g. keeping records for audit purposes.
- Understand own role and scope 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 as part of continuous quality improvement
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence
- Create clear referral mechanisms to meet patient needs
- Prioritise own workload and ensure effective time-management strategies are embedded within the culture of the team
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery
- 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

Audit

- For Clinical Governance and Training purposes, regular monitoring is a requirement of this job. A random sample of the notes written by every clinician (nurses and doctors) will be audited monthly against a set of criteria. These criteria include clarity and accuracy of documentation as well as standards of good clinical practice.

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, Service Delivery Team meetings, Clinical Governance meetings and meetings with other senior leaders and managers within BrisDoc
- 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.

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. management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check (known as Disclosure & Barring Scheme) will be carried out on your behalf.

PERSON SPECIFICATION

QUALIFICATIONS, EXPERIENCE and KNOWLEDGE		
Criteria	Requirement	Measurement/Testing Method
Current NMC or HCPC registration	Essential	Application and Interview
Evidence of higher study (Diploma, Degree or evidence of attainment of similar level of	Essential	Application and Interview

studies)		
Advanced Level (3) Clinical Assessment, Reasoning and Clinical Decision Making	Essential	Application and Interview
Advanced Clinical Practice skills	Essential	Application and Interview
Non-medical prescribing	Essential	Application and Interview
MSc in Advanced / Specialist Practice or evidence of accumulation of relevant experience / knowledge	Desirable	Application and Interview
Substantial post registration experience in at least <u>one</u> of the following areas of nursing: <ul style="list-style-type: none"> • General Practice / Minor illness • Walk-in-Centre • A&E / Minor Injury Unit • GP Out of Hours 	Essential	Application and Interview
Experience in mental health assessment	Desirable	Application and Interview
Knowledge of equal opportunities and its significance for health care	Essential	Interview
Understanding of legal and ethical issues / responsibilities relating to clinical practice and especially with regard to autonomous practice and telephone assessment	Essential	Interview

SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Motivated by the provision of high quality patient care	Essential	Interview
Ability to maintain accurate records	Essential	Application and Interview
Ongoing commitment to personal development	Essential	Application and Interview
Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Able to use own initiative and achieve measurable improvement against stated objectives	Essential	Interview
Able to work under pressure and to deal with emergency situations and/or difficult clients and stressful situations professionally	Essential	Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated to provide high quality patient care	Essential	Interview
Organised, systematic and flexible. Good time management being able to prioritise work and work under pressure	Essential	Interview
Able to achieve objectives through influence	Essential	Interview

and partnership		
Willingness to learn new skills and to problem solve	Essential	Interview

Last updated: June 2021

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