**Job Description**

**Job Title:** **General Practice Nurse**

**Based: Thornton Practice (2 days) North Park Health Centre (1 day)**

**Accountable to:** **Head of Nursing**

**Reports to: Assistant Operational Manager**

**Hours:** **20 hours**  
**Salary:** **Rachel to add job family range (dependant on experience)**

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| **Job Summary** |
| To provide high quality general practice nursing care to the practice population. To assess, plan, implement and evaluate general practice nursing care, ensuring clear channels of communication exist between clinical, administrative and community teams.    This role requires consolidation of knowledge and skills in general practice nursing, demonstrating a depth of knowledge, understanding and competence that supports evidenced informed, complex, autonomous and independent decision-making and care in general practice. This role will require personal resilience, management, clinical leadership, supervision and mentorship of others to provide an effective learning environment for staff and students in the wider team |
| **Key Responsibilities** |

**Clinical Responsibilities**

* To provide assessment, treatment, screening and health education services and advice, working in accordance with protocols, guidelines and NMC Code of Conduct.
* Assess, plan, implement and evaluate individual treatment plans for patients with a known long-term condition – Diabetes, Hypertension, CVD Stroke, Epilepsy, Heart Failure, CKD, COPD and Asthma
* Proactively identify, diagnose and manage treatment plans for patients at risk of developing a long-term condition as appropriate
* Referrals to wider team – Integrated Care Teams, Podiatry, LD Nurses, DSNs
* Work with other health care professionals to diagnose, monitor, manage and treat long-term conditions, including non-drug-based treatment methods using a management plan, and in line with national and local policies and practice need
* Work with patients in order to support adherence to prescribed treatments
* 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 patients to live healthily, and apply principles of self-care
* Support and manage health needs of women presenting for family planning and cervical cytology consultations
* Recognise, assess and refer patients presenting with mental health needs in accordance with the national guidelines
* Implement and participate in vaccination and immunisation programmes for both adults and children
* Advise, support and administer vaccinations where appropriate for patients travelling abroad
* Be fully conversant in QOF, read coding and uphold strategies to provide a holistic combined healthcare for the patient and demonstrate a willingness to participate in research/audit with the practice team.
* Apply and produce DES/LES policies alongside Assistant Operational Manager

# Communication

* Utilise and demonstrate high level communication skills and knowledge.
* Act as an advocate for the patient and communicate effectively with a wide range of Health Care Professionals on their behalf.
* Apply the principles of consent to ensure patients are fully informed and consent to treatment.
* Communicate effectively with patients and carers; recognising the need for alternative methods of communication whilst anticipating barriers to communication and take action to ensure you provide patients with any adaptations, they may need to meet their communication needs
* Liaise with other services and organisations regarding services provided and current practises to develop best evidence-based practice.

# Delivering a quality service

* Work within own competence and standards for professional practice as defined by the NMC.
* Produce accurate, contemporaneous and complete records consistent with legislation and policy.
* Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
* Deliver care according to NICE guidelines and evidence-based practice.
* Initiate and participate in quality governance systems and processes across the organisation.
* Utilise the audit cycle to evaluate the quality of 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.
* Identify, assess, manage and escalate risks, support and participate in shared learning within PC24 following incidents and or examples of good practice.
* Contribute to the application of frameworks to support lessons learnt e.g. (e.g. root-cause analysis) to manage, review and identify learning from patient complaints, clinical incidents and near-miss events.
* Be fully up to date in the safeguarding of vulnerable adults and children legislation.
* Engage in the process of regular Clinical Supervision.

# Personal and people development

* Take responsibility for own learning and performance.
* Support staff and student development to maximise individual potential.
* Critically evaluate and review innovations and developments that are relevant to the area of work.
* Contribute to planning and implementing changes within the area of care and responsibility.
* Contribute to the development of local guidelines, protocols and standards.
* Champion and promote the role of practice nursing across all service delivery areas.

# Team working

* Demonstrate commitment to the development of the general practice nursing role
* Acting as a positive role model.
* Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
* Prioritise own workload, ensure effective time-management strategies are embedded in the team.
* Work collaboratively with the team to create opportunities to continually improve patient care.

# Management of risk

* Manage and assess risk, ensuring adequate measures are in place to protect staff and patients.
* Monitor work areas and practices to ensure they are safe, free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.
* Apply infection-control measures within practice according to local and national guidelines.

**Safeguarding**

* Act in such a way that always safeguards the health and well-being of children and vulnerable adults.
* Be aware of organisational procedure and raising concerns about the welfare of anyone
* Attend training and development to recognise the signs and symptoms of abuse, or individuals at risk, and those who may not have capacity to give or withhold, informed consent to treatment at the time they need it (as per the Mental Capacity Act 2005), reporting and acting on any concerns you may have appropriately.

# Managing information

* Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information.
* Understand responsibility of self and others regarding the Freedom of Information Act 2000.

# Learning and development

* Understand own role and scope and identify how this will develop over time.
* Undertake mentorship for new staff, assessing competence against set standards.
* Actively engage in clinical supervision, self-reflection and learning through the audit process.
* Engage with yearly appraisal.
* Regularly reflect on your practice and keep an up-to-date professional learning portfolio
* Assess own learning needs and undertake learning as appropriate.
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.
* Support and participate in shared learning across the organisation and wider healthcare economy.
* Be actively involved in health promotion in line with Government targets.

**Administrative responsibilities**

* To maintain accurate, comprehensive records of all consultations and treatments in the patient’s notes, both written and computerised, awareness of QOF, read codes and alerts needed for standardised care.
* Manage clinics effectively
* To take personal responsibility for own personal/professional development, providing sufficient evidence of the achievement of set objectives through individual performance and the review process.
* Help with collection of statistical information required for QOF.
* Attend and participate in practice and staff meetings as appropriate.
* To take prompt action to defuse situations of complaints and be equipped with the knowledge to advise patients and relatives/carers about the complaints procedure.
* Support and co-ordinate health promotion campaigns, i.e. flu, no smoking, healthy lifestyles, etc

**Treatment Room supplies and equipment**

* To follow Infection Control policies and keep up to date with policies.
* In participation with the Assistant Operations Manager to ensure the maintenance of equipment and stock levels in relation to patient care.
* To regularly update knowledge and information through use of medical journals, training, courses, etc.
* To maintain the ‘cold chain’ and stock levels of vaccines ordered, used and needed in the vaccine fridge/fridges and to delegate the daily recordings to other appropriately trained staff members.
* Any other duties as reasonably requested by the Assistant Operations Manager, providing these duties are within the scope of the role and that the individual is trained and capable of such duty.

**Health and Safety Requirements**

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with the management to enable the employer to meet its own legal duties and to report any hazardous situations or defective equipment.

**Confidentiality**

Working within PC24 you may gain knowledge of confidential matters which may include personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

**Partner**

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| Person Specification | | |  |
| Qualifications and Training | **Essential** | **Desirable** | **Assessment** |
| Registered Part 1 NMC | Y |  | Certificate |
| NMC specialist Community Practitioner Qualification – Practice Nurse |  | Y | Certificate |
| Mentorship Qualification | Y |  | Certificate |
| Educated to degree level or equivalent | Y |  | Certificate |
| Non-Medical Prescribing (V300) qualification |  | Y | NMC recorded |
| Successful completion of post registration accredited foundation course in general practice nursing at Level 6 or 7 and able to meet RCGP Practice Nurse competencies |  | y | Certificate |
| Knowledge and Experience |  |  |  |
| Experience of working in general practice | Y |  | A/I |
| Experience of nurse led management of long-term conditions | Y |  | A/I |
| Experience of implementing protocols and clinical guidelines | Y |  | A/I |
| Audit Experience | Y |  | A/I |
| Knowledge of accountability of own role and other roles in a nurse let service | Y |  | A/I |
| Knowledge of public health issues in the local area |  | Y | A/I |
| Knowledge of principles of Clinical Governance, confidentiality, data protection and Information Governance | Y |  | A/I |
| Knowledge of the Safeguarding Children’s and Adults policies and procedures and how to apply these | Y |  | A/I |
| Skills |  |  |  |
| Clinical leadership | Y |  | A/I |
| Clinical skills e.g. cervical cytology, immunisation and vaccination | Y |  | Certificate |
| Change management skills and ability to support patients to change lifestyle | Y |  | A/I |
| Communication skills, both written and verbal | Y |  | A/I |
| Ability to communicate difficult messages to patients and families | Y |  | A/I |
| Negotiations and conflict management skills | Y |  | A/I |
| IT Skills | Y |  | A/I |
| Ability to provide teaching and mentorship in a clinical setting | Y |  | A/I |
| Attributes and Behaviours |  |  |  |
| A complete finisher | Y |  | A/I |
| Team Focused | Y |  | A/I |
| Supportive of colleagues | Y |  | A/I |
| Adaptability to change, influence and negotiate | Y |  | A/I |
| Enthusiastic and motivated with the ability to motivate the team | Y |  | A/I |
| Innovative and receptive to new ways of working | Y |  | A/I |
| Resilience and drive | Y |  | A/I |
| Personal and professional integrity and confidence | Y |  | A/I |
| Flexibility | Y |  | A/I |
| Self-Starter | Y |  | A/I |
| Resourceful | Y |  | A/I |
| Strong facilitating skills |  | Y | A/I |
| Calm and resolute under pressure | Y |  | A/I |
| Self-motivated and enthusiastic | Y |  | A/I |
| Full driving license | Y |  | A/I |

**Partner**