Job Description

Position: PRACTICE NURSE

Accountable to: NURSE MANAGER, PRACTICE MANAGER AND PARTNERS

Hours: 24 hours per week (over 3 days)

Pay: Dependent on Experience

**General Information**

Thorneloe Lodge Surgery is situated within the Worcester City locality boundary and provides general medical services to approximately 11,200 patients. The Practice has four partners, two salaried GPs, an Advanced Nurse Practitioner, Clinical Pharmacist, strong nursing team who are supported by skilled receptionists and administrators.

**Job Summary**

The post holder will provide and maintain a high standard of nursing care across the whole practice population. The focus of the role is both the delivery of evidence-based monitoring for patients with a long term condition, and the provision of preventative health care to the practice population. As an autonomous practitioner the nurse is responsible for the care delivered, demonstrating critical thinking and skills in clinical decision-making in the management of patients. They will work collaboratively with the general practice team to meet the needs of patients and support the delivery of policy and procedures.

**Key responsibilities**

**Clinical practice**

* To provide high quality patient care and treatment at all times
* Assess, plan, develop, implement and evaluate treatment programmes that promote health and well-being
* Assess, plan, implement and evaluate individual treatment plans for patients with a known long-term condition
* To promote and participate in monitoring a safe, therapeutic and comfortable environment
* Work with other health care professionals to monitor, manage and treat long-term conditions in line with national and local policies and practice needs
* To take responsibility for the safe storage and administration of drugs and equipment
* Work with patients in order to support adherence to prescribed treatments
* To participate in setting and monitoring standards using evidence passed practice to ensure effecting and safe care
* 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 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 NSF for Mental Health
* Implement and participate in vaccination and immunisation programmes for both adults and children
* Advise, support and administer vaccinations where appropriate for patients travelling abroad
* Promote and deliver evidence-based care for patients presenting with aural conditions
* Meet the needs of patients presenting for opportunistic wound care

**Communication**

* Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment
* Communicate with and support patients 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 with individuals and groups within the practice environment and with external stakeholders
* Act as an advocate when representing patients and colleagues

**Delivering a quality service**

* Recognise and work within own competence and professional code of conduct as regulated by the 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 NSF, NICE guidelines and evidence-based care
* Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
* Participate in the maintenance of quality governance systems and processes across the practice
* Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
* Collaborate on improving the quality of health care in partnership with other clinical teams, responding to local and national policies and initiatives as appropriate
* 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 and review of patient complaints, and identify learning from clinical incidents and near-miss events using a structured framework (eg root-cause analysis)
* Assess the impact of policy implementation on care delivery
* 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
* Work within policies regarding family violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate

**Team working**

* 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
* When involved in delegation of tasks, delegate clearly and appropriately, adopting the principles of safe practice and assessing competence of those undertaking the delegated task / responsibility
* Ensure clear referral mechanisms are in place to meet patient need
* Prioritise own workload and ensure effective time-management strategies are embedded within 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
* To undertake mandatory and statutory training requirements
* 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

**Organisational**

* To maintain accurate records and data using the EMIS WEB clinical computer system
* Review and process data using accurate Read codes to ensure accurate retrieval for monitoring and audit processes
* Manage information searches using patient databases, for example, the retrieval of relevant information for patients on their condition
* To provide reliable and up to date information to support consultations/patient conditions
* Understand all aspects of Data Protection, Confidentiality and the responsibility of self and others regarding the Freedom of Information Act
* Record and report all significant events and clinical incidents
* Maintain established reporting, communication and documentation
* Maintain current NMC registration adhering to NMC code at all times.

**Learning and development**

* Act as mentor to health care assistants if appropriately qualified
* Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
* Assess own learning needs and undertake learning as appropriate
* Make effective use of internal and external learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

**Equality and diversity**

* Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
* Enable others to promote equality and diversity in a non-discriminatory culture
* Support people who need assistance in exercising their rights
* Monitor and evaluate adherence to local chaperoning policies
* Act as a role model in the observance of equality and diversity good practice
* Accept the rights of individuals to choose their care providers, participate in care and refuse care
* Assist patients from marginalised groups to access quality care
* Maintain and respect the privacy, dignity and beliefs of patients, carers and colleagues at all times
* Support the diversity, equality and rights of patients in line with practice policy and procedure.
* To behave in a manner which is non-judgemental, respectful and welcoming to all patients and visitors to the practice at all times

**Health & Safety**

* Maintain a healthy and safe working environment in line with national, local and practice policy, procedure and guidelines
* Maintain an awareness of safe practice and assessment of risk.

# *Notes*

*This is not intended to be an exhaustive list of responsibilities. This is a role which requires flexibility and adaptability and it is expected that you will participate in a wide range of activities which are appropriate to your position, level of expertise and employment grade.*