#### JOB DESCRIPTION

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| 1. JOB IDENTIFICATION |
| Job Title: **Urgent Care Practitioner**  Responsible to: **Lead Nurse**  Department(s**): Urgent Care Service Fife. UCSF.**  Directorate: **Nursing**  Operating Division: **NHS Fife, Health and Social Care Partnership, West Division**  Job Reference:  No of Job Holders: **16**  Last Update:  **October 2024** |
| 2. JOB PURPOSE |
| * This urgent care practitioner (UCP) nursing role is to work collaboratively as part of a multidisciplinary team providing urgent medical services in the out of hours (OOH) period. * The UCP will have command of a specific expert knowledge base and clinical competence to be able to make complex, clinical decisions when consulting with patients presenting with a variety of illnesses within the UCSF environment including patient’s own homes or within an urgent care centre * Patient consultations will require specialised clinical judgement and experience to make a differential diagnosis, treat, prescribe and discharge the patient or refer the patient to the appropriate healthcare professional * The UCP will attend routine and urgent home visits, designated by an agreed UCP specific criteria, including confirmation of death and home visits whilst working within their competence and within the NMC code of professional standards at all times * As nurse in charge within the UCSF dispatch hub, the UCP will utilise their clinical knowledge and skills to clinically coordinate safe, patient centred and effective scheduling of appointments with the aim of assuring an appropriate journey of care for all patients presenting to the Urgent Care Service in the out of hours period. * Function in a dynamic way, ready to adjust to the changing care needs of the client group * Through leadership, teaching, research and audit function provide comprehensive, co-ordinated and effective nursing advice and support |
| 3. DIMENSIONS |
| * To provide safe, patient centred and effective evidence based care via the Urgent Care Services Fife (UCSF) to the population of Fife and Kinross * To ensure that effective communication is established across all professional boundaries. * Will work autonomously within a multidisciplinary health care team consisting of GPs, ANPs, UCPs, Dispatchers and Call Handlers. The composition of this team will vary from shift to shift and UCPs must be able to communicate effectively and professionally with all staff members * As part of a national service, will deal with calls of a very diverse nature covering all clinical aspects and issues, from an infinite variety of callers, whose cultural, social and emotional diversities require acknowledgment and taken into consideration during the consultation * Will be required to use a multi skilled approach. Whilst using the available technology, including use of NHS Near Me, the UCP will use effective listening and communication skills in order to make clinical decisions, create records and refer to clinical reference literature during the consultation period * Must be able to retrieve and use information regarding healthcare provision in the patient’s locality, allowing appropriate care to be accessed where necessary |
| ORGANISATIONAL POSITION |
| Clinical Services Manager  GPs  Lead Nurse  Service Manager  ANPs  UCPs  Service Support Manager  General Manager  Dispatchers  Head of Nursing  Administrator   Assistant  Primary Care Manager  ERS  Drivers  Clinical Director  Clinical Lead – Professional Development  Call Handlers & Reception Staff  Office Assistant  Senior ANP |
| ***Organisational structure can be subject to change*** |

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| 5. ROLE OF DEPARTMENT |
| * To provide a high quality Out of Hours Urgent Care service to the population of Fife and Kinross * To provide a multi-professional service, which is supported by medical and nursing staff |

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| 6. KEY RESULT AREAS |
| * To maintain accountability for own professional practice in line with the requirements of clinical governance and the NMC Code of Professional Conduct, following local policies, procedures and guidelines   Clinical Specialist Knowledge   * The UCP will have recognised skills in taking a focused patient history having completed an internal induction programme and have undertaken or be willing to undertake the Minor Illness and Minor Injury education and training. * The UCP will be willing to undertake appropriate education and training which is deemed necessary for their skill setThe Practitioners decision making skills will be at an advanced level to allow a full clinical analysis of the presenting symptoms and past medical history to inform decision making, diagnosis, management, treatment or referral.   **6. KEY RESULT AREAS (cont’d)**   * To maintain accurate and timely record of all clinical consultations and ensure that the NHS Fife Confidentiality Protocol, the Nursing and Midwifery Council (NMC) Code of Professional Standards and Information Governance policies are adhered to at all times * Undertake a holistic physical examination depending on the presenting complaint of the patient * Responsibility for patient care is paramount and the UCP is required to be accountable for his/her actions or omissions and therefore must provide highly specialised advice to patients and their carers. This will be verbal/written and appropriate to the patient/carer * Treat patients in accordance with the Fife Formulary and evidence based guidelines when prescribing or using Patient Group Directions, protocols and/or Algorithms * Act as a role model through the provision of professional leadership and demonstration of competent and effective practice * To establish effective networks with colleagues in the UCSF Partner Agencies (e.g. NHS24, Dental, District Nurses, A&E. Social work, SAS and contracted services) promoting the development of the effective integration of service   Professional:   * Empower patients to take responsibility for their health, well-being and future lifestyle by providing advice and information in appropriate non-clinical language. Using recognised patient care models and current SIGN and National Guidelines * Promote and support innovation in clinical practice both for peers, within NHS Fife and contribute to the national discussions for developing this role. This may include proposing policy or service changes within or out with own area of practice * Practice within the Legal and Ethical framework as established by NMC and National Legislation to ensure patient interest and wellbeing are met * Work within the NHS Fife and Health & Safety Legislation, Policy, Guidelines and Clinical Governance Procedures * Positively participate in the Personal Development Plan process and the clinical supervision framework within the nursing team to ensure performance support and personal and professional development respecting the skills, expertise and contributions of colleagues * Ensure Child Protection/welfare and Adult support and protection guidelines and referral procedures are followed * Integrate current Infection Prevention & Control evidence based practice into clinical area * Adheres to NMC code of professional standards and local policy guidelines/formulary in Medicines Management * Analyses and acts on risk management strategies to ensure safety at all times * Maintain and work within own knowledge, skills and limitations to ensure safe effective practice as per the NMC code of professional standards. Recognise when to ask for support using the clinical supervision available within the urgent care environment if any action, decision or procedure is out with your limit of competence   Education, Research and Audit   * Maintain professional practice through continuing education, professional updating and involvement with professional specialist groups * Support and mentor UCP’s, trainee UCPs and student nurses and assist other multidisciplinary colleagues who require an overview of the role and department * Actively promote and disseminate research based practice * Actively participate in the Audit process and implement changes   Organisational   * Participate in the effective management of resources including stores supplies, pharmacy and maintenance of equipment * Contribute to strategic issues relating to the Urgent Care Practitioner service and the speciality * Identify new requirements to allow safe practice within rapidly changing health area * Act in a collaborative and advisory role to senior management * To develop and maintain internal and external modes of Communications * Demonstrate competence in the use of current IT Systems and Digital Technology * Participate in Core Mandatory training sessions within the time stratifications agreed * Contribute to a supportive environment in the interest of staff morale assuring dignity at work for all members of the urgent care team |
| 7a. EQUIPMENT AND MACHINERY |
| * The post holder will be competent in the use of and have responsibility for ensuring that they are able to use the following: * IT and Digital Equipment * Diagnostic Equipment e.g. Auroscope, Opthalmoscope * Clinical observation equipment e.g. stethoscopes and sphygmanometers * Resuscitation equipment * Oxygen therapy/concentrators * SaO2 monitor * Blood Glucose monitor * Specimen collection * Pregnancy testing * Nebulising apparatus * Injection apparatus * Electrical/mechanical couches and chairs * Wheelchairs * Telephone; * Email * Computers; * Printers |
| **7b. SYSTEMS** |
| * Maintaining patient records * Completing and managing appropriate stock order. * Use of Risk Management and Incident Reporting Mechanisms * IT system- ADASTRA * Referral to secondary and tertiary care |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder will be expected to work with a high degree of independence and manage his/her own workload according to priorities of their own and the service. The postholder will work within agreed patient referral guidelines and have the autonomy to work without direct supervision.  Objectives will be agreed and reviewed. The post holder will participant in the Personal Development Plan process. |
| **9. DECISIONS AND JUDGEMENTS** |
| The post holder :   * Makes complex clinical decisions including diagnosis and clinical management based on an in-depth specialist knowledge and interpretation of clinical and other findings. This can only be done by being aware of other medical conditions and social circumstances which may or may not be within their remit to diagnose and treat i.e. differential diagnosis * Will use clinical algorithms and patient group directions to support the care and treatment of patients within the service. Will also use specialist skills (e.g. prescribing) * Uses own initiative and act independently as an autonomous practitioner within the bounds of own existing knowledge, skills and scope of practice, the UCP may be the only clinician in a base but will have access to remote supervision if necessary. * Demonstrates sound judgement in assessing the physical/ psychological care of a patient in a holistic manner * Is accountable for their own professional actions and must be able to justify decisions when making judgements that affect both patient care and other multi disciplinary staff * Must be aware of their own scope of practice and that of any other team members when requesting assistance with the provision of care to patients within the service * Will work as an independent clinician and will have the ability to identify their own training needs and recognise who or where to contact for support * Work collaboratively and interprofessionally to meet the demands of the service |
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | | |
| The most challenging parts of the job are in relation to the following:   * Balancing the need to provide a fast and effective service to a large volume of patients on a daily basis where the demand is often unpredictable * Exposure to verbal and physical abuse * Working closely with a range of doctors and staff who mostly work on a part time or rotational shift basis * Working as the only Urgent Care Practitioner on duty and not having the constant support of peers * Always working in the urgent care period including weekends, evening and public holidays * Eliciting information and making decisions based on complex holistic information e.g. patient symptoms * Making independent clinical decisions based on own clinical assessment and interpretation of findings without the benefit of Clinical Case Notes * Communicating with and supporting distressed/anxious/ worried relatives * To participate in the reporting, documenting and evaluation of the work of the Urgent Care Practitioner and to demonstrate the importance and efficiency of the role to patients and other members of the multi disciplinary team | | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | | |
| The post holder will regularly be involved in communicating internally and externally with other health care professionals, users, carers and other external agencies. The role will involve an educational dimension with users, carers and colleagues.  The post holder will be required to communicate both verbal and written information, some of which might be sensitive and / or emotive. They will also be required attend a range of meetings that support effective communications.    **KEY RELATIONSHIPS**  **Internal** **External**  Doctors Community Nursing Staff  Lead Nurse Community Psychiatric Nurses  Reception Staff Patients and Carers  Security Staff Higher Education Institutions  Clinical Service Manager NHS 24 Scottish Ambulance Service  Service Manager Secondary Care Medical Services  Team Leaders Tertiary Centres  Dispatchers Social Work  Pharmacy Homeless  OD and HR Functions Falls Team  Partnership Colleagues Community Hosp Wards  Secondary Care Colleagues – A & E Palliative Care Team  Laboratory staff Dentists  Support staff- Facilities, portering  Hospital at Night  Hospital at Home | | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | | |
| The role will place mental and emotional demands on the post holder, which could be driven by the needs of service users, their carers or through the leadership role with non clinical staff. Mental demands are significant in relation to the retention and communication of knowledge and information.  Most of the following skills and demands are performed on a regular basis requiring accuracy, a level of manual dexterity, precision and hand/eye co-ordination.  **Physical Skills**   * Advanced Physical examination skills i.e. Ear, Eye, Throat, Chest, Abdomen, Musculoskeletal Dermatological, Neurological, Reproductive and Paediatrics * Parenteral administration of medicines * Urinalysis * Resuscitation * Push wheelchairs * Bending and kneeling * Stand or walk for majority of shift * Operate electrical/mechanical couches and chairs * Change Oxygen Cylinders  Physical Demands - Examinations **Mental Demands**   * Concentration required when accurately assessing and diagnosing patients and deciding whether to prescribe or not, whether it’s safe to discharge or refer on to a Doctor. * Calculating and checking drug doses * Concentration required enabling accurate prescribing/checking instructions and documentation of consultation within patients’ notes. * Working within an environment where peaks in activity require effective management and prioritisation. * Paediatrics   **Emotional Demands**   * Communicating with distressed/anxious/worried patients/relatives * Exposure to verbal/physical aggression * Responding to care appropriately and timely * Dealing with complaints * Seeing patients who may or may not have been triaged before attending for emergency medical services can lead to both direct and indirect exposure to distressing emotional circumstances i.e. patients with terminal illnesses, dealing with patients with challenging behavioural problems or acute exacerbation of chronic conditions. * Seeing patients from a diverse range of cultural backgrounds   **Working Conditions**   * Exposure to body odour, body fluids such as blood, sputum, vomit, faeces, urine * Exposure to verbal/physical aggression * Exposure to bacteria and viruses * Exposure to Needle stick injuries**.** | | |
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | | |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications/**  **Training** | * 1st level registration with NMC * Minor Illness Qualification * Minor Injury Qualification(or a willingness to work towards). | * Additional Nursing Qualification * Substantial evidence of continuing professional development relating to advanced practice * Degree Level with appropriate experience, or working towards. * Non-Medical Prescribing registration |
| **Experience** | * Substantial post registration experience. Practical experience of patient assessment within a clinical environment * Has worked in general practice, telephone triage, primary care, Acute Care or A&E * Current experience of working within clinical protocols/algorithms | * Clinical experience in paediatric setting |
| **Skills, Knowledge**  **and Aptitude** | * Excellent communication skills, especially active listening * Effective decision making skills * Clinical assessment skills within a primary care or acute setting * Computer literate |  |
| **Other e.g. (Team Player, Ability to Travel)** | * Self motivated and able to use own initiative * Ability to work under pressure and remain calm * Ability to work effectively as a team member * Friendly and calming disposition * Responds flexibly to changing service needs * Keen to develop new skills |  |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| Job Holder’s Signature:  Line Managers Signature:  Head of Department Signature: | Date:  Date:  Date |

*For Official Use only:*

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| **Date Received:** | **Date Evaluated:** |

**RECRUITMENT & SELECTION STANDARDS**

**PERSON SPECIFICATION FORM**

**Post/Title: Urgent Care Practitioner**

**Dept/Ward: Out of Hours**

**Date: September 2020**

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|  | | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Qualifications/**  **Training** | | * 1st level registration with NMC * Minor Illness Qualification * Minor Injury Qualification | * Additional Nursing Qualification * Substantial evidence of continuing professional development relating to advanced practice * Degree Level with appropriate experience, or working towards. * Nurse Prescribing registration | Application Form |
| **Experience** | | * Substantial post registration experience Practical experience of patient assessment within a clinical environment * Has worked in general practice, telephone triage, primary care or A&E * Current experience of working within clinical protocols/algorithms | * Clinical experience in paediatric setting | Application Form & Interview |
| **Skills, Knowledge and Aptitude** | | * Excellent communication skills, especially active listening * Effective decision making skills * Clinical assessment skills within a primary care or acute setting * Computer literate |  | Application Form & Interview |
| **Other e.g. (Team Player, Ability to Travel)** | * Self motivated and able to use own initiative * Ability to work under pressure and remain calm * Ability to work effectively as a team member * Friendly and calming disposition * Responds flexibly to changing service needs * Keen to develop new skills | |  | Interview |