## NHS GREATER GLASGOW & CLYDE, ACUTE SERVICES DIVISION

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**   **Job title: Advanced Emergency Nurse Practitioner**  **Responsible to: Operational Nurse Consultant (Urgent & Unscheduled**  **Care)**  **Reports to**: **Lead Advanced Nurse Practitioner**  Department(s): Flow Navigation Centre  **Ward/Dept**:  **Operating Division: Acute Services Division**  **Number of job holders**  **Job reference number (coded):**  **Last update**: |
| 1. **JOB PURPOSE**   The purpose of the post is to act as an Advanced Emergency Nurse Practitioner, treating primarily a caseload of patients within the Urgent Care Flow Navigation Centre, as well as face to face patient consultations within the Minor Injuries Units and/or Emergency Departments in Greater Glasgow and Clyde. In addition to the core clinical role the AENP undertakes education and supervision of junior staff (tANPs, ENPs, medical, nursing and other members of the multi-disciplinary team). The post-holder is an experienced Emergency Nurse. The post holder in conjunction with the Lead ANP develops and monitors the service within the Flow Navigation Centre, Minor Injury Units and/or Emergency Department**.** The post-holder may be required to provide an element of continuity, as a senior emergency nurse, in a team where other members rotate between different parts of the service and different roles.  3.ORGANISATIONAL POSITION |

Medical Staff

Operational Nurse Consultant

General Manager

Chief Nurse

Clinical Lead

Trainee Advanced Nurse Practitioner

Potential this Post

Lead Advanced Nurse Practitioner

Advanced Nurse Practitioner

This Post

Admin Support

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| 1. **DIMENSIONS**  * Provide a service for the assessment/treatment/ onward referral of patients with unscheduled care needs in the Flow Navigation Centre, Minor Injury Unit or Emergency Department. * Participate in the delivery of education programmes which have an advanced practice component, for trainee Advanced Nurse Practitioner, doctors and other members of the multi-disciplinary team. * Supervision of all grades of staff undergoing Advanced / Emergency Nurse Practitioner Training * Contribute to the AENP/ ENP service with the development of research and audit. * The role requires virtual and face-to-face communication with patients and relatives from all parts of society and from many countries and cultures. Professional contacts are very wide and include medical staff of every kind, specialist nurses, community health services, managers, administrators, and therapists from other disciplines, the Scottish Ambulance Service, the police, the fire service, social services, educators, IT and clerical services. |
| 1. **ROLE OF THE WARD/DEPARTMENT**   Our Flow Navigation Centre (FNC) has changed the way we deliver unscheduled and emergency care. Before patients attend the Emergency Department or Minor Injury Unit, the FNC will conduct a virtual consultation. The FNC ANP will decide whether the patient needs a face to face consultation in the ED / MIU, an appointment with their GP, self-care advice, or to see a specialist. The FNC is currently based at the QEUH Campus and operates seven days a week, however, post holders may be required to work at any NHSGGC site.  Greater Glasgow & Clyde has three nurse-led Minor Injury Units, four Emergency Departments and a specialist Emergency Department for children. These departments see over 460,000 patients per year, emergency presentations requiring diagnosis, management and the highest standard of care, while at the same time meeting government standards for speed and quality.  The Minor Injury Units are a nurse led service where ambulatory patients can present and are staffed by nursing staff only. They are open twelve hours a day, 365 days a year. Anyone of any age can present and the AENPs have to assess and manage or refer every patient.  The Emergency Departments receive patients with illness and injury of every degree of severity. A variety of services provide each patient with the level and quality of care which is appropriate for the presentation.  The nursing service takes responsibility for management of the departments and delivery of patient care, and also provides specialised clinical services to patients with minor injuries. Each department has an Emergency Nurse Practitioner service. |

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| 1. **KEY RESULT AREAS**   **Professional**  .   * Practice within the Nursing and Midwifery Code of Conduct * Work within the National Health Service, NHS Greater Glasgow & Clyde, and Health & Safety Executive Legislation, Policy, Guidelines and Procedures * Develop role using evidence based practice and continually update and improve knowledge and skill, ensuring own professional educational needs are identified and met * Understand accountability for the care of patient data in written and computer records in accordance with Data Protection legislation and NMC guidelines for record keeping. * Show particular awareness of the need for updated training and full awareness of child protection issues and procedures in departments which have a significant number of paediatric attendances. * As an Advanced ENP, comprehend and convey the concept of autonomy and its connection to liability and the law. * Conduct practice in accordance with best practice, current local, national and international guidelines and/or policies   **Clinical**   * Be responsible for the assessment of individual care needs, and the development, implementation, and evaluation of care programmes of care for patients. * Take a history and conduct a physical examination appropriate for the patient’s presenting clinical complaint. This will include the ability to perform a primary survey for acutely unwell patients and an in-depth comprehensive examination (including musculoskeletal, cardiopulmonary, wound and neurological assessment) of a patients presenting to the Flow Navigation Centre, a Minor Injury Unit or Minors area of an Emergency Department. * Request and formally interpret x-rays and blood tests as required * Request and perform electrocardiograms as necessary * Perform venepuncture, cannulation and blood taking. * Interpret and impart complex, with empathy and care, sensitive or painful information to patients and relatives with different levels of understanding. * Be responsible for the comprehensive care of a wide range of patients who present with wide range of conditions, including clinical history taking and recording; examination; investigations including the appropriate requesting and interpretation of X-rays and blood tests; diagnosis; and management plans which include consultation, referral, discharge and review as each patient requires. Implements this role without consultation with medical staff when that is appropriate to the presentation. * Use advanced skills such as administration of local anaesthesia (local infiltration and ring blocks), suture (using a range of techniques), reduction of dislocations and manipulation of displaced injuries when that is appropriate for the care of the patient with a minor injury. * Understand the relevance of age and stage of development to the care of patients with minor injuries. * Give advice on minor injuries to junior staff, junior doctors and others when required.   Act as an independent non-medical prescriber   * Participate in the review of minor injury patients through Emergency Department and MIU clinics.     **Leadership and Management**   * Regularly take charge of the Flow Navigation Centre, Minor Injury Unit or the Minor’s area of the Emergency Department and liaise with nurse-in-charge of the Emergency Department to ensure optimum care of transferred patients and best use of AENPs and/or ENPs. * If delegated, lead and manage the nursing team in Minor Injury Unit or the Minor’s area of the Emergency Department, and effectively manage the nursing resource to optimise skill mix at all times. * Supervise less experienced staff in their roles, especially Band 6 ENPs in the stand-alone Minor Injury Units, ensuring patients are assessed and treated appropriately. * Motivate the nursing team by acting as a role model, by professional leadership and by a display of competent practice. * Ensure that clinical and non-clinical risk in the department is assessed and managed. * Follow Infection Control policies and procedures and act as a role model in the maintenance of a safe environment. * Ensure that patient care reflects sensitivity to age, stage of development, gender, culture, mental health problems, learning difficulties, religion and any other aspect of individuality which may influence management. * Ensure that any child protection issues which arise are managed appropriately and effectively * Assist in the provision and monitoring of a high quality and cost effective service with an awareness of budgetary control * As part of the multidisciplinary team, help develop, implement and maintain policies, procedures, standards and protocols to ensure the highest level of patient care at all times.   **Research**   * Initiate and participate in clinical audit to ensure that the quality of patient care is constantly evaluated to improve standards of care and practice. * Keep updated and implement research findings in the department to ensure best practice based on evidence.   **Education**   * Use mechanisms to maintain an educational programme so that own needs, and those of other staff are met, taking into consideration budget, service needs and individual objectives. * Provide significant contribution and actively support the provision of clinical practice placements for pre- and post-registration students to ensure fulfilment of curriculum requirements and provision of educational opportunities. * Deliver both formal and informal training on an appropriate range of topics including departmental equipment and practice and clinical matters. | | | | | | |
| **7a. EQUIPMENT AND MACHINERY**   * The post holder is expected to demonstrate and act on the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.  Provision of education to both emergency nurse practitioners and nurses with the treatment as well as management of orthopaedic injuries  * Appropriate bandaging and splintage, including application of Plaster of Paris. * Reduction of dislocations and fracture dislocations without medical intervention * Exploration and management of wounds with involvement of tendon and nerve damage.  Life saving equipment  * Resuscitation equipment including cardiac monitor and defibrillator * Equipment to deal with life threatening emergencies including thoracotomy and emergency delivery sets * Paediatric Emergency Equipment * Portable monitoring/transfer equipment used when transferring patients between departments and other hospitals | | | | | | |
| **7a. EQUIPMENT AND MACHINERY** **[cont’d]**  **Generic:**   * Graesby volumetric pumps * Graesby syringe drivers * Blood glucose analysis * Equipment for the administration of Oxygen (including cylinders and humidification) * Equipment for the administration of Tracheal Suctioning * Vital signs monitoring equipment (Dinamap, electronic temperature recorder) * Resuscitation equipment (cardiac monitor, defibrillator) * Blood warming equipment * Moving and handling equipment including pat slide and sliding sheets | | | | | | |
| **7b. SYSTEMS**   * The post holder is responsible for educating staff and inputting information into electronic patient records where applicable and also into patient written records. Complying with the Data Protection Act, Clinical Governance Framework, Caldicott Guidelines and local policies regarding confidentiality and access to medical records. * The post holder is responsible for managing and inputting staff rostering and SSTS salary information such as shifts and absences on a daily basis.   The post holder is expected to demonstrate and educate staff in the ability to maximise the use of Information Technology to benefit patient care and personal development, for example:   * **Patient records:** * Generate manual patient records autonomously * Independently write patient MIU and/or ED cards which are legal documents, and write in electronic patient notes and write patient discharge letters. * Utilise ehealth systems to conduct virtual patient consultations using near me, trakcare, clinical portal and other software. * Prescribing investigations i.e. x-ray cards, ecgs, bloods * Prescribe drugs * Hospital information Systems (HIS) * Discharge Planning Documentation * Ambulance planning Documentation * Arranging clinic followup * Laboratory results recording * Blood transfusion * Triage documentation.   **Clinical assessment tools** e.g.:   * Glasgow Coma Scale * Waterlow Scale * Pain assessment charts * Vital signs and Early Warning Score charts * Nursing care plans * Moving and handling risk assessment * Infection control assessment tasks * Bed rails risk assessment * Wound care * Fluid balance charts * Risk assessment Clinical Risk AIR | | | | | | |
| **8. ASSIGNMENT AND REVIEW OF WORK**   * The post holder is responsible to Lead Advanced Nurse Practitioner for clinical guidance and professional management, work review and formal appraisal of performance. * The post holder will delegate and be responsible for the Emergency Nurse Practitioner services and the ENPs’ caseload. * The post holder will escalate pressures within the department according to the local policy which may result in not meeting the Scottish Executive ED waiting time guarantee. * As an Advanced ENP the post holder will be responsible for own AENP practice and caseload. This workload will either be referral from other health services, or patients who self-present with minor injuries, but an element of allocation of work may occur from medical staff and others to reflect changing demand within the department. * Review of work by AENPs and ENPs occurs by a variety of mechanisms; through specialist review clinics and Emergency Department review clinics; through informal consultations with medical staff and other AENPs and ENPs; through referral to other specialists, through audit processes to measure activity and quality; through routine reporting of X-rays by radiologists; through measurement of performance against waiting time targets. | | | | | |
| **9. DECISIONS AND JUDGEMENTS**   * Demonstrate sound knowledge and judgement in assessment of patient care in order to establish a diagnosis and note any change in the patients’ condition, and contribute to the subsequent planning of care and promoting wellbeing. * Exercise the ability to challenge and initiate new practice, in order not to compromise safety and/or quality of patient care, and regularly making operational judgements and managing conflicting views. * Independently acts in the best interests of the patient during emergencies until assistance arrives. * Regularly reviews the education plan within the department making changes as required. * Independently and autonomously acts in the best interests of the patient whilst working as an Advanced Emergency Nurse Practitioner. AENPs use the skills acquired from a specialised training to make complex decisions and manage a defined group of patients, including discharging them without medical intervention where that is appropriate. * Independently (without physician guidance) assesses, plans and diagnoses patients’ conditions then decides upon treatment regime. Providing highly specialised advice concerning care development and implementation of specialised care packages. * Frequently dealing with highly complex facts or situations requiring analysis and comparisons of a range of options * Working with limited resources, attending and acting upon risk management   sessions within the department.   * Managing complex and challenging situations such as child protection issues. * Managing update training for all staff, consideration being given to different skill mix. | | | | | |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**   * Maintaining competency and up to date clinical skills and knowledge in a busy clinical environment. * Managing unexpected attendances (e.g. patients who don’t have minor injuries, but may be unwell – sometimes acutely unwell) * Provides specialist training and education within development of educational programmes * Performing mentally challenging tasks despite frequent interruptions by outside influences. * Achieving a balance between the demands of direct patient care and existing resources, communicating and supporting distressed/anxious/worried patients and carers. * Dealing with verbally and physically abusive patients and members of the public. * Managing the demands of direct patient care within existing resources. * Taking individual responsibility for the care of patients as an AENP, including the discharge of the patient without medical involvement when that is appropriate. * Ensuring that AENP practice is effectively audited and that mechanisms are in place for the review of cases where outcome is poor. * Confronting complaints about practice as an AENP * Actively participating in assisting the department in meeting the UCC waiting time and HEAT targets set by the Scottish Executive. | | | | | |
| **11. COMMUNICATIONS AND RELATIONSHIPS**   * The post holder is expected to communicate and liaise with the patient, their relatives/carers and the multidisciplinary team involved in the provision of care. * Communicate effectively, verbally and in writing with all members of the multidisciplinary team within own department and relevant departments, which service the clinical area.   This includes communication with external agencies and other relevant departments, for example:  **Internal:**  Lead Nurses/Senior Charge Nurse /Charge Nurse– for information regarding patients’ clinical condition/clinical problems/workload issues/staffing & patient dependency/media enquiries.  Medical Staff – Consultant in charge of patient care and associated medical staff for clinical treatment plans.  All grades of less experienced nursing staff/students/doctors – for advice regarding patient care/allocation of work/workload issues.  Other relevant departments – For example AHPs, Estates, Supplies Department, Human Resources, Fire Officer, Infection Control, Specialist Nurses and staff organisations.  **External:**  Communication with external departments is essential when planning the patient’s journey for example:  Glasgow Emergency Nurse Practitioner module including regular meetings with Glasgow ENP preceptors and mentors for the provision of teaching and development of the ENP service.  Glasgow Caledonian University, Glasgow University and University of the West of Scotland with regards trainee Advanced Nurse Practitioners.  Social Work Department, Primary Care Teams, Bed Managers, other hospitals, Specialist Nurses, Specialist Agencies and external ambulance departments. Police and Fire brigade  . | | | | | |
| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB  The clinical demands in the care of the patient attending the MIU or ED  **Physical Skills:** The post holder must provide clinical skills training in the use of equipment and be able to demonstrate manual dexterity in the provision of physical care, for example;    * Highly developed physical skills in which accuracy is important and manipulation of fine tools and materials is necessary including specialised suturing of the face and hands. A high degree of manual dexterity and clinical acumen required for intravenous cannulation and drug giving removal of foreign bodies, reduction of dislocations, application of plaster of paris, defibrillation of patients in cardiac arrest and the use of slit lamp during ophthalmic examination. * Mechanical ventilation, invasive and non-invasive monitoring, resuscitation skills * Care of the acutely unwell patient, airway management, transfer of critically ill or injured patient between departments and different hospitals. * Caring for patients with medical, surgical, orthopaedic, and other conditions both adults and paediatrics * Occasional administration and management of intravenous therapies, syringe pumps and infusions * Ability to apply principals of Triage to ensure patients are treated dependent on need * Ability to initiate and lead advanced airway control, CPR and advanced life support and the cardiac arrest team  Emotional Demands The post holder will be exposed on an ongoing basis to the following emotional demands during each shift:   * Communicating with and caring for distressed, anxious, worried patients/relatives/carers, in person and virtually. * Exposure and receive verbal and physical aggression. * Potentially communicating with difficult personalities within the multidisciplinary team in order to enable effective patient management. * Responsibility to staff on a recurrent basis of providing support and guidance to them. * Exercising leadership qualities in the support of staff and maintaining a high moral with high standards of care. * Frequent exposure through AENP work to the possibility of litigation following misdiagnosis.  Working Conditions The post holder will be frequently exposed on an ongoing basis to the following working conditions:   * Patients with infectious illnesses. * Body fluids, especially blood and urine. * Difficult working environments due to lack of resources. | | | | | |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  ANPs are educated at Masters Level in advanced practice and are assessed as competent in this level of practice. As a clinical leader they have the freedom and authority to act and accept the responsibility and accountability for those actions. This level of practice is characterised by high level autonomous decision making, including assessment, diagnosis, treatment including prescribing, of patients with complex multi-dimensional problems  Registered Nurse on the NMC Register  Be recorded as a Nurse Independent/Supplementary Prescriber (V300) with the NMC  An appropriate Masters level qualification in Advanced Practice which has enabled competence in:   * *Clinical assessment* * *Clinical reasoning, judgement and diagnostic decision making* * *Anatomy and pathophysiology* * *Non medical prescribing- V300* * *Leading, delivering and evaluating care* * *Practice learning/transferable work based learning* * *Minor Injuries (e.g. Relevant ENP qualification or Minor Injuries course)*   Significant comprehensive post registration experience within a healthcare setting some of which must be at a senior practitioner level  A commitment to lifelong learning and demonstrates evidence of continuing professional development  Can demonstrate experience in managing staff, leading a team, providing education and training and establishing a supportive, learning environment  Successful track record in working in multi-disciplinary team settings and promoting collaborative approaches to delivering excellent patient care  Immediate Life Support/ Paediatric Life Support    Level 3 child protection training | | | | | |
| 14. JOB DESCRIPTION AGREEMENT | |  |  |  |  |
| Job Holder’s signature: |  | |  | Date |  |
| Clinical Services Manager Signature: |  | |  | Date: |  |
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**JOB DESCRIPTION APPENDIX –**

**ADDITIONAL ROLES AND RESPONSIBILITIES**

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| **1. TITLE OF JOBHOLDER’S SUBSTANTIVE POST:**  ADVANCED EMERGENCY NURSE PRACTITIONER | | | | | |
| **2. DEPARTMENT**: FLOW NAVIGATION CENTRE / MINOR INJURIES UNIT / EMERGENCY  DEPARTMENT | | | | | |
| **3. DESCRIPTION OF ADDITIONAL ROLE/RESPONSIBILITY:** | | | | | |
| 4. AGREEMENT OF ABOVE DESCRIPTION  Job Holder’s signature: | |  |  | Date |  |
| Head of Department Signature: |  | |  | Date: |  |
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