

NHS DUMFRIES & GALLOWAY JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Fertility Services Clinical Coordinator
Responsible to (insert job title):	Senior Charge Midwife
Department(s):	Womens Outpatients
Directorate:	Women, childrens and sexual health services directorate
Operating Division:	
Job Reference:	NURSE009W&C.25
No of Job Holders:	1
Last Update (insert date):	December 2024

2. JOB PURPOSE

- Coordinate and provide region wide high quality, person centred specialist care to patients who are preparing for and/or undergoing fertility investigations and/or have received fertility treatment in accordance with local and national guidelines and standards.
- Provide clinical care, support and counselling for patients including assessment, planning, implementation and evaluation of individualised plans of care.
- To be responsible for coordination of the fertility service, ensuring the delivery of a quality service which is fit for purpose and represents patients' best interests, in accordance with the HFEA Code of Practice and Standards.

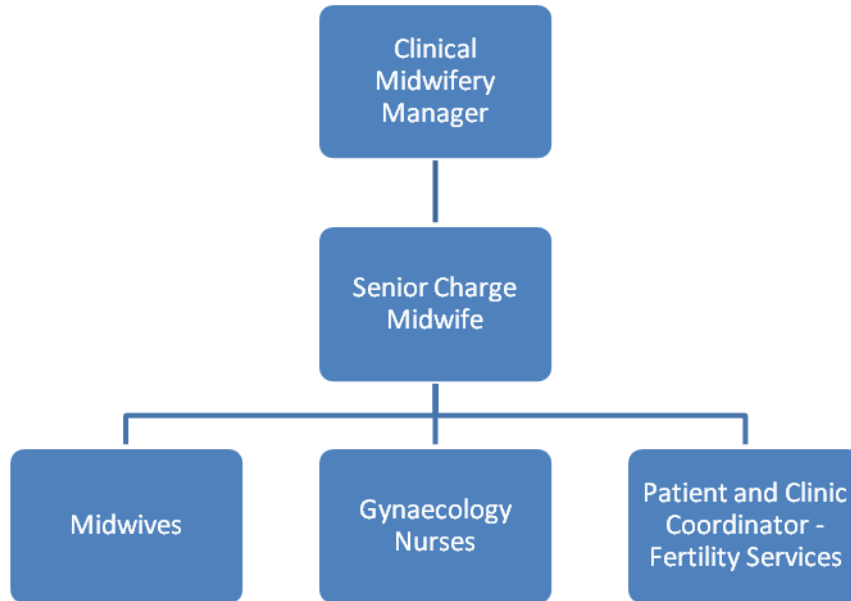
3. DIMENSIONS

The Fertility service across Dumfries and Galloway forms part of the Women, Childrens and Sexual Health services directorate and receives referrals from General Practitioners (GP's) or directly from patients themselves. Approximately 100 referrals a year proceed to formal consultation and assessment within the fertility clinic with an additional further approximately 100 referrals that are provided with advice / information only. The service also works closely with Assisted Conception and Reproductive Medicine Centres in Glasgow providing pre screening investigations and follow up post assisted conception procedures for patients proceeding to IVF / IUI or ICSI.

The post holder works as part of a small team comprising of a consultant gynaecologist, as clinica

lead with overall clinical responsibility, and supporting midwifery/nursing staff.
The post involves liaison with medical staff, GP's, Nurses and Midwives, X-ray staff, Day Surgery staff, Laboratory staff and Patients/partners/families

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide a high quality, safe and supportive environment in order to care for patients within the speciality of fertility and reproductive problems/conditions meeting their identified physical and psychosocial needs.

To offer fertility investigations, treatment and onward referral to tertiary service as appropriate

To offer support and monitoring in early pregnancy following fertility treatment, with subsequent referral into maternity services where appropriate.

6. KEY RESULT AREAS

Clinic coordination (approx 35%):

- Receipt and initial triage of referral letters to assess and prioritise appointments including assessment of eligibility for NHS funded treatment
- Organisation of patient appointments and scans across the region to align (where applicable) with reproductive cycle in order to optimise clinical assessment at time of appointment/scan.
- Organise hysterosalpingogram procedures, liaising with X-ray department to ensure availability of imaging services.
- Organisation of ovulation induction treatment cycles and follow up scanning to assess impact of treatment (approx 100 per annum) to include
 1. Ordering of drugs required
 2. Assessing and advising on appropriate timing of medication based on menstrual cycle and timing of follow up scans
 3. Liaising with clinic staff and GPs
- Responsible for day to day running of the fertility service to ensure efficient and effective use of resources including caseload management, ordering and monitoring of supplies and maintenance of accurate and confidential patient records.

Patient care (approx 50%):

- Provides telephone and face-to-face advice and information for patients enquiring about reproductive concerns and fertility services including clinical assessment of overall health and wellbeing, reproductive and menstrual history. This is to support patients in optimising their own reproductive health.
- Following referral into the service, further targeted health assessment undertaken to assess for and initiate pre treatment investigations including baseline blood tests.
- Analysis of results of baseline, and/or pre treatment, investigation and refer to clinical lead where necessary to inform individualised care plan.
- Assists the clinical lead at fertility clinics by ensuring all patient records and relevant results are available in advance of the appointment and provides physical and emotional support for patients as needed, particularly where there may be uncomfortable and intimate examinations required.
- Organise and clinically assist with hysterosalpingogram procedures in x-ray department; preparing environment and equipment for sterile procedure, supporting patients throughout and following procedure and clearing/cleaning environment and equipment post procedure.
- Plan and undertake pre screening investigations prior to commencement of fertility treatment on behalf of tertiary centre in Glasgow
- Provides sensitive and complex patient information in conjunction with the clinical lead and instructs patients with the details of their treatment cycles, to include what to expect, possible side effects and outcomes in order to optimise patient experience and satisfaction.
- Supervision of treatment cycles in clinical lead's absence (with distance support)
- Supporting/counselling patients – a significant proportion of time is spent (often by phone) with patients, especially those undergoing treatment cycles and particularly after treatments that have failed. This often involves the need to communicate sensitive and distressing

information

Educational (5%)

- Act as source of information for colleagues, GP's, practice nurses, medical, midwifery and nursing students regarding aspects of fertility treatment both to enhance others knowledge but also to ensure referrals into the service are appropriate.
- To maintain and promote an awareness of evidence-based practice for own and others professional development
- Development and maintenance of evidence based and contemporary patient information leaflets
- Network with other assisted conception services to share good practice and inform Quality / service improvement plans.

Quality Management (10%)

- Responsible for ensuring the efficient and effective provision of fertility services, upholding highest standards of care and identifying any areas where there is potential for quality improvement that will benefit service delivery.
- Undertake to follow the professional guidelines within the HFEA Code of Practice.
- Arrange, plan and conduct regular audits, both of user satisfaction and department performance seeking to continually improve the service for all users.
- Be familiar with the requirements of clinical governance in relation to audits and integrate them into standard practice
- Monitor audit results and ensure any required action is implemented timeously and effectively
- Maintain confidentiality in all audit reports and findings
- Regularly review plans and objectives
- Work within the requirements of the Data Protection Act
- Audit of treatment results and provision of data on treatment outcomes on an annual basis
- Inform the clinical lead of any concerns that could lead to or result in an adverse incident
- Ensure records are kept up to date and comply with local and HFEA policies for the safe, secure and confidential processing and storage of patient information

7a. EQUIPMENT AND MACHINERY

Clinical equipment to undertake baseline observations both to assess eligibility for, and prior to treatment:

- Vital signs monitors (Blood Pressure/Pulse/Temperature)
- Carbon Monoxide monitors
- Weight/Height for accurate BMI assessment
- Venepuncture equipment for blood samples
- Pregnancy Point of care testing

Familiarity with setting up of:

- Ultrasound scan machines
- Ultrasound scan probe decontamination (trophon) machines
- Gynaecology examination couches

7b. SYSTEMS

Working knowledge of, and skills relating to:

- Computer system – Microsoft Word and Excel, email, TEAMS, shared areas
- SCI store and Electronic referral management system (RMS)
- Hospital appointment system – TOPAS
- Hospital clinical systems: ordercomms, clinical portal, labweb
- Electronic patient records including Early pregnancy/maternity System C records.
- Microscopic work
- Electronic completion of risk assessments
- Document control processes and safe/confidential storage of paper files

8. ASSIGNMENT AND REVIEW OF WORK

Postholder receives electronic referrals via RMS from GP's and self referrals via telephone. Those referrals are triaged by postholder and appointments arranged directly to the most appropriate fertility clinic in conjunction with clinical lead.

Postholder may also receive referrals from tertiary fertility services for post treatment follow up. This involves close liaison with early pregnancy service and/or maternity service to ensure seamless transition of care through fertility service to maternity service.

Work is self directed without supervision, seeking support and advice from lead clinician of the speciality as required.

Review of performance is undertaken through Annual Development Review and personal development plan conducted by immediate line manager.

9. DECISIONS AND JUDGEMENTS

Postholder is expected to undertake workload independently including:

- Assessment and triage of referrals to prioritise urgency and timing of clinic appointments. This requires understanding and relevance of presenting symptoms and clinical history
- Analysis and interpretation of test results notifying these directly to patients e.g semen and blood results / scan results
- Interpretation of Assisted Conception cycles to advise ongoing treatment plans
- Appropriate prioritisation of workload related to coordination of clinics and associated

administrative activity.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Patients preparing for and/or undergoing fertility investigations / treatment are often extremely anxious and emotional; supporting patients through their fertility journey is often very challenging and difficult particularly when giving 'bad news' about results and/or outcome of treatments.

11. COMMUNICATIONS AND RELATIONSHIPS

The post requires excellent communication skills with patients and partners, showing empathy and understanding. Patients undergoing fertility treatment often experience high levels of anxiety related to their treatment and uncertain outcome therefore sensitive communication/counselling skills in dealing with the psychological impact which surrounds fertility care is essential.

In addition, effective communication both verbally and in written format with a wide range of stakeholders across Primary, Secondary and Tertiary care providers is required. Communication with :

- Frequent direct patient contact for advice, information, support, counselling, treatment instructions, test results, appointment details
- Consultant Gynaecologist Clinical lead to discuss any complex patients and to coordinate any individual appointments that need to be aligned with reproductive cycle and/or treatment cycle
- Outpatient Clinic midwives/nurses to coordinate any necessary gynaecology or maternity related consultations
- Laboratory staff to ensure semen analysis undertaken
- GP's to advise on referral criteria and request additional information/investigations where necessary
- X-ray staff and Sonographers for arrangement of diagnostic investigations
- Glasgow Royal Infirmary Assisted Conception Service staff to ensure appropriate timing of follow up post AC procedures.
- Other hospitals ACS Unit staff

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

DEMANDS OF THE JOB

Physical skills /effort

- Handling laboratory specimens and assisting in theatre with hysterosalpingograms
- Document preparation and data entry on computer involves standard keyboard skills
- Frequently sits at keyboard for a substantial proportion of the working time.

Mental demands

- Practical work – ensuring all necessary clinical information has been ascertained and all necessary investigations requested and / or undertaken.
- Frequent periods of concentration required during data entry and document preparation
- Pressure of service delivery and maintenance of standards

Emotional demands

- Frequently dealing with imparting unwelcome news to patients
- Occasionally dealing with complaints/errors from staff or patients

Working conditions

- associated hazards of direct contact with body fluids
- occasional travel across the region

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- BSc in Nursing, Midwifery or Biomedical / Healthcare Sciences
- Sound current Knowledge of fertility treatments, assessments and processes.
- Counselling skills
- Excellent communication skills
- Able to work independently and prioritise workload
- Continuing professional development
- Proficient user of IT systems to report test results, document control, conduct audits and develop patient information
- Knowledge of Data Protection
- Knowledge of HFEA standards and quality management
- Knowledge of audit processes
- Able to work effectively within a multi-professional team

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

NHS Dumfries and Galloway – Employee Specification Form

Post: Fertility Services Clinical coordinator

Department / Location: Women’s Outpatients DGRI

Band: 6

Factor	Essential	Desirable
Experience	Recent/current experience in fertility services or reproductive health-based environment. Multi-disciplinary / Multi agency working Experience of working unsupervised	Counselling Health optimisation and promotion
Qualifications	BSc in Nursing, Midwifery or Biomedical / Healthcare Sciences	
Training	Evidence of continuing professional development	
Knowledge and Skills	Contemporary knowledge of criteria and assessment for NHS fertility treatment. Knowledge of HFEA standards Knowledge of NHS D&G policies / procedures in relation to fertility services and treatment. Knowledge of QIS initiatives Knowledge and understanding of Clinical Governance Strategy Excellent communication skills with an understanding of the principles of joint working and partnership Proficient computer skills Accurate record keeping	Audit processes Venepuncture
Personal Characteristics	Ability to ‘multitask’ in an organised manner Effective communicator within and across multi-disciplinary and multi professional teams. Ability to show sensitivity, empathy and support to patients and staff	

