

#### **JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
| Job Title: **Trainee** **Urgent Care Practitioner**  Responsible to: **Lead Nurse**  Department(s**): Urgent Care Services Fife (UCSF)**  Directorate: **Nursing**  Operating Division: **West Division**  Band: **5 (with expected progression to band 6 UCP role within 12 -18 months)**  Job Reference:  Last Update:  **October 2024** |

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| 2. JOB PURPOSE |
| * This trainee urgent care practitioner nursing role is to work as part of a multidisciplinary team providing quality nursing assessment and care to patients presenting in the out of hours (OOH) period. * The Practitioner will through academic learning, training and full clinical supervision, develop 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 under the supervision of a more senior clinician. They will work to achieve a specific set of competencies within a 12 -18 month 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. |

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| 3. DIMENSIONS |
| * To provide evidence based care via the Out of Hours Primary Care Service to the population of Fife and Kinross. * To provide a multi-professional service supported by medical and nursing staff. * Through a formal training programme and working under close clinical supervision of more experienced nursing staff or GP’s, the trainee UCP will be equipped with the knowledge and skills to clinical judgement and experience to make a differential diagnosis, treat, prescribe and discharge the patient or refer the patient to the GP or appropriate healthcare professional |

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| ORGANISATONAL POSITION |
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| Clinical Services Manager  GPs  Lead Nurse  Service Manager  ANPs  Service Support Manager  General Manager  Dispatchers  Head of Nursing  Administrator   Assistant  Primary Care Manager  E-Med  Drivers  Clinical Director  Clinical Lead – Professional Development  Call Handlers & Reception Staff  Office Assistant  Senior ANP  UCP/Trainee UCP  (This Post) |

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| 5. ROLE OF DEPARTMENT |
| * To provide a high quality Out of Hours Primary 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 trainee UCP will develop skills in taking a focused patient history having completed an internal induction programme with full clinical supervision. * Through achievement of a specific competency framework working with robust clinical supervision, the trainee UCP will develop decision making skills to 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. This process is expected to take 12 – 18 months at which point successful evidence of completed competencies will allow progression to a band 6 fully competent urgent care practitioner. * 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 Conduct and Data Protection are adhered to at all times. * Undertake a holistic physical examination depending on the presenting complaint of the patient. * Ensure a patient centered service working in partnership with the individual and family to reach an agreed shared outcome * Although working under supervision, the responsibility for patient care is paramount and the Practitioner 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. * Skills and knowledge development to allow treatment of patients in accordance with the Fife Formulary and evidence based guidelines when prescribing or using Patient Group Directions / Protocols. / Algorithms. * 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. * 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. * Participate in the Personal Development Plan process. * Ensure Child Protection/welfare and adult support and protection guidelines and referral procedures are followed. * Integrates current Infection Control evidence based practice into clinical area. * Adheres to NMC code of practice, and local policy guidelines/formulary in Medicines Management. * Analyses and acts on risk management strategies to ensure safety at all times.   Education, Research and Audit   * Maintain professional practice through continuing education, professional updating and involvement with professional specialist groups. * 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 specialty. * 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. * Participate in Mandatory training sessions. * Contribute to a supportive environment in the interest of staff morale. |
| 7a. EQUIPMENT AND MACHINERY |
| * The post holder will be developed to be competent in the use of and have responsibility for ensuring that they are able to use the following: * 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 * IT equipment * Electrical/mechanical couches and chairs * Wheelchairs * Telephone; * Email * Computers; * Printers |

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| **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. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder will be expected to work with full clinical supervision within a structured training plan to develop effectively as a trainee urgent care practitioner. The workload will be created by the urgent care service despatch team working in collaboration with other services.  Objectives will be agreed and reviewed. The post holder will participant in the Personal Development Plan process. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder :   * Be supported to make 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. * Following training and successful completion of competencies, will use clinical algorithms and patient group directions to support the care and treatment of patients within the service. * Work under clinical supervision to assess, plan and implement care for patients presenting with urgent care needs. * Demonstrates sound judgement in assessing the physical/ psychological care of a patient in a holistic manner. * Is accountable for his/ her 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 his/her 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 have the ability to identify their own training needs and recognise who or where to contact for support. * Work collaboratively 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. * Always working ‘Out of Hours’ * 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. |

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| **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 Director 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 |

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| **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**   * 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 to enable accurate prescribing/checking instructions and documentation of consultation within patients’ notes. * Working within an environment where peaks in activity require to be managed and prioritised. * Paediatrics   **Emotional Demands**   * Communicating with distressed/anxious/worried patients/relatives * Exposure to verbal/physical aggression * Responding to care in a timeous way * 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 | * Additional Nursing Qualification * Substantial evidence of continuing professional development relating to advanced practice * Degree Level with appropriate experience, or working towards. * Nurse Prescribing registration * Minor Injury Qualification * Minor Illness Qualification |
| **Experience** | * Significant 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 supervision and take direction appropriately * 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   Demonstrate ethics, values and personal qualities / behaviours consistent with the vision, culture and values of NHS Fife |  |

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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:** |