

Welshpool Medical Centre Job Description

Job title	Triage/Practice Nurse
Location	Welshpool and Guilsfield Surgery
Responsible to	Nurse Manager/Partnership
Hours of work	30 hours to ensure service delivery aligned with individual needs. The practice is open Monday through to Friday.
Grade/Salary	Band 5/6 depending on experience, skill and knowledge

Job Summary

The role of the Triage/Practice Nurse is an ever developing role. Whilst we welcome applicants with experience in Practice Nursing and Triaging, this is a desirable quality rather than an essential one. Our approach is to focus more about finding the right person to fit in with the existing team. We will provide both internal and external training course to develop the right person.

We have an opportunity for a Triage/Practice Nurse who is looking to move into a Primary Care Setting. We currently have dual skilled Nurses who deliver Triage and Practice Nursing. Full training as required will be given to become an autonomous Triage/Practice Nurse and this will include opportunities to attend internal and external training.

The role will be responsible for helping to deliver care to around 11,000 patients. This will be done through acute and routine face to face contacts, enveloped with telephone encounters.

The role encompasses general nursing duties including wound care, vaccinations, cervical smears and childhood immunisations. There is also a strong focus on chronic disease management focusing on health promotion and general management. We are also developing a frailty model to include a more holistic approach to frailty which will include working collaboratively with a frailty team.

Job responsibilities

1. Use critical thinking and effective communication skills to assess patients' holistic needs and establish relevant cultural, social, economic factors in a respectful and non-judgemental manner.
2. The practice's response to the rise in prevalence of chronic disease is a focus of the way clinical services are managed and delivered. There is an expectation that you will autonomously run chronic disease management clinics involving the following clinical areas, including the interpretation of chronic disease blood results: -
 - ✓ Hypertension management
 - ✓ CVD/Diabetes management
 - ✓ Asthma/COPD management
 - ✓ AF/CHD management
 - ✓ Anti-coagulation/NOAC management
 - ✓ TIA
 - ✓ CKD
3. The role of a Practice Triage/Nurse is seen as central in shaping the patient's experience and management for the future.
4. Participate in additional clinical areas such as wound clinics, cervical smear/women's health, childhood immunisations/travel vaccinations which are a crucial part of this nursing role
5. Provide appropriate health education and advice, referring to the relevant health care professional as required.
6. Identify and use appropriate information sources to support and underpin clinical decision making.
7. Take responsibility and accountability for managing your own workload, risk assessment and risk management.
8. Work effectively as a team member, supporting and communicating with other professional colleagues and clinicians.

9. Access a range of information in order to develop a plan of care in partnership with the patient. Conclude the episode to the satisfaction of the caller/patient.
10. Accurately record all patient contact and care related activity.
11. Participate in the winter flu campaign.
12. Adhere to local and national guidelines

Telephone triage, following relevant training

1. Welshpool Medical Centre has been running a very effective telephone triage service since July 2016. All telephone calls in and out of the medical practice are recorded for mutual protection. All calls are initially taken by a non-clinical member of the team. The triage nurse will be provided with patient details, phone number and a summary of the symptoms. Anyone ringing with a serious problem will be flagged as urgent.
2. Non urgent appointments can be advised on with the patient then being asked to make a routine appointment with the appropriate clinician.
3. If a patient needs to be seen on the same day, then depending on the complexity of the problem the triage nurse will book the patient in with the on call GP or the triage nurse.
4. For very serious matters, the triage team may suggest A&E attendance or dial 999.
5. Full support throughout the day is available from the on call GP for any complex issues.
6. Home visit requests are triaged by the triage nurse and then signposted to the most appropriate person.

Face to face consultations

1. It is expected that the post holder will take an appropriate clinical history of the problem.

2. An appropriate clinical examination relevant to the problem will be undertaken. Investigations and a prescription will be arranged if required after a consultation with the on call GP.
3. Being an independent prescriber is beneficial, but not necessary.
4. The on call GP will be available to advise on problems and see those patient that the post holder is not completely happy with.

Communication

1. Communicate effectively at all levels using all communication methods in a clear and understandable manner, adapted to individual patient needs using tact and empathy.
2. Utilise advanced listening, probing and facilitative skills across a diverse range of calls, some of which are highly challenging due to emotive circumstances or caller aggression.
3. Utilise complex communication skills to negotiate and provide support to patient who are non-compliant with the recommended outcomes or utilise translation services where language barriers are present.
4. To manage calls in a professional and reassuring manner and to respond to highly emotive calls appropriately and sensitively.
5. To actively communicate with other professional colleagues and clinicians to assist service delivery
6. To actively communicate with other external services to aid responses to enquiries where appropriate.
7. Be aware of responsibilities under the data Protection act, confidentiality and the overall security of patient data
8. Attend meetings as required
9. To remain up to date with our policies and procedures

Professional responsibilities

1. Work within the code of professional conduct or guidelines of relevant professional bodies e.g. NMC
2. Maintain and promote dignity and respect to patients and their carers.
3. Raise adult and child safeguarding and other notifiable concerns through the appropriate policies, procedures and protocols keeping the adult or child at potential risk.
4. Work collaboratively with other health professionals and disciplines which will include communicating effectively with team members to ensure a safe and effective handover when required.
5. Keep professional registration and continuous professional development up to date and undertake formal and informal education in order to reinforce/develop skills.
6. Personal and people development
7. Participate in an annual appraisal process, agreeing and setting professional and performance objectives.
8. Take part in clinical supervision in accordance with the practice's clinical supervision policy. Identify own professional development needs to maintain professional registration with the NMC.
9. Ensure that patient records and documentation are kept in line with NMC standards

Education and training

1. Attend training and professional development programmes as appropriate in accordance with the requirements of the role
2. Undertake mandatory training including e learning in accordance with the requirements of the role and practice requirements.
3. Ensure a professional portfolio is kept up to date, evidence of which must be provided annually
4. Participate in activities that lead to personal/team growth

Quality assurance

1. Work as an effective and responsible team member and enable others to do so.
2. Raise quality issues and related risks to the responsible colleague.

General Statement

As an evolving role within Welshpool Medical Centre, it is envisaged that this post will continue to develop and will be subject to ongoing review between the post holder, nurse manager and the partnership. The job description is not an exhaustive statement of the responsibilities of the post. The post holder will be required to undertake such other duties which may from time to time be required as a result of annual leave, sick leave etc to ensure continued service delivery. The range of extended duties will be discussed with the post holder at the time and will be commensurate with the post holder's qualifications, skill and experience

Equality and diversity

The Partnership aims to be a modern and equitable employer. We recognise and encourage the potential of a diverse workforce, positively welcome all applicants and appoint on merit. The Practice is committed to valuing diversity and promoting equality. As a Practice we seek to provide fair, accessible service for all and equality of opportunity for our employees. We aim to maximise the potential for all employees and build a workforce that is valued.

All employees are responsible for complying with safe working procedures in accordance with the Practice's Health & Safety at Work act 1974. All employees have a duty to take reasonable care of themselves and for others at work.

Infection control

Welshpool Medical Centre is committed to reducing the risk of health care associated infections. The post holder will have a responsibility to familiarise yourself with and adhere to current policy in relation to the prevention and control of infection and the wearing of uniforms and work wear.

Safeguarding children and vulnerable adults

Welshpool Medical Centre is committed to the safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees working with these groups are expected to share a commitment to this. You will be expected to promptly report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the practice's internal processes for protecting the public will be followed, alongside implementation of the disciplinary procedure where appropriate.

Confidentiality

Confidentiality must be maintained at all times, in accordance with the practice's policies and the data protection act 1998. Breaches of confidentiality are subject to disciplinary action.

Criminal Records Bureau

This post is exempt from the Rehabilitation of Offender's Act 1984. The post holder will be required to declare all criminal convictions, cautions, reprimands or final warnings. The post is subject to an enhanced disclosure through the criminal records bureau.

March 2022

