

## Fairfield Surgery - Job Description

<b>Job Title</b>	<b>Practice Nurse</b>
<b>Pay Band</b>	<b>6</b>
<b>Delivery Unit</b>	<b>Fairfield Surgery</b>
<b>Service</b>	<b>General Practice – Primary care</b>
<b>Department</b>	<b>Fairfield Surgery - Clinical</b>
<b>Reports to (Line Manager):</b>	<b>Practice Manager</b>
<b>Accountable to (Professionally/managerially):</b>	<b>GP Partners/ Practice Manager</b>
<b>Safeguarding Children Training</b>	<b>2</b>
<b>Our Values</b> At Fairfield Surgery we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.	

### **Job Summary/Job Purpose**

- Provide nursing services to the patients accessing the practice.
- Delivery of evidence-based practice for patients presenting with chronic conditions, and the provision of preventative health care to the practice population.
- To work as an autonomous nurse within current competencies, demonstrating critical thinking and skills in clinical decision-making to support the management of patients.
- Support new models of care within the managed practice, including telephone first concepts and the alternative workforce roles.
- To deputise for nursing colleagues during any periods of absence.
- Support the Practice Nurse in delivering and supporting effective care to patients within the practice.
- Work closely with the wider multidisciplinary team to ensure safe effective delivery of health care, including mental health and public health services.
- To represent the practice viewpoint at operational and strategic meetings when necessary.
- To act as an accountable role model and clinical expert for healthcare
- Responsibility for the promotion and use of the audit cycle within clinical practice.
- Support the development and implementation of Healthcare Policies and procedures.

- Responsibility for monitoring and evaluating the performance of team members and ensure adherence to practice Policies and procedures including sickness management and staff annual appraisals.
- Responsibility for the direct supervision of HCSWs and unregistered staff, including responsibility to assess staff competencies prior to nurse delegation.
- Work in conjunction with other disciplines in the assessment, planning, implementation and evaluation of healthcare service provision to ensure a seamless patient pathway.

### **Patient Care**

- Responsibility to organise, run and maintain clinical sessions to meet the needs of the managed practice patient population.
- Assess, plan, develop, implement and evaluate treatment programmes that promote health and well-being.
- Assess, plan, implement and evaluate individual treatment plans for patients with a known chronic condition, maintaining practice registers for effective recall and review.
- Proactively identify, diagnose and manage treatment plans for patients at risk of developing a chronic condition as appropriate.
- Work with other health care professionals to monitor, manage and treat chronic conditions, including non-drug-based treatment methods using a management plan, and in line with national and local policies and practice needs.
- Review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols. This will be in conjunction with the practice Pharmacist and according to the post holder's current competencies.
- Work with patients and others in order to support adherence to prescribed treatments.
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care.
- Support practice populations to adopt health promotion strategies that promote patients to live healthily, and apply principles of self-care.
- Implement and participate in vaccination and immunisation programmes for Practice populations, including childhood immunisation schedules. Identify target groups for vaccinations and collect data via clinical reporting systems to advice on uptake percentages for the practice.
- Advice, support and administer vaccinations where appropriate for patients.
- Meet the needs of patients presenting for opportunistic wound care and those that fall within the wound care enhanced services criteria, formulating appropriate care plans where needed and ensuring ongoing treatment.
- Develop clinical skill within patient assessment and diagnosis and complete modules in Minor Illness and Clinical Patient assessments if needed to support the service development needs of the practice.

## **Policy, Service Development and Delivery**

- Work with medical staff, the general practitioners for the practice and for Sustainability to ensure that the provision of patient care is of a consistently high standard; listening to feedback, taking immediate action where care falls below standard and working at all times to ensure the safety and wellbeing of patients, service users and staff.
- Support the general practitioners to provide a clinical response for the interpretation, development, implementation and monitoring of local and national policy/strategy, in order to deliver service goals and standards at Practice level and across clusters.
- Implement the agreed objectives as they relate to Nursing Governance, and in particular improve performance in demonstrating compliance with the Primary Care Standards relating to Nursing and the provision of safe, quality patient care in GP practices, OOH services and other primary care services.
- Work with others to plan and implement new service models for care delivery, in line with WG strategies, supporting the doctors to provide clinical knowledge and implement governance frameworks to support new service delivery models.
- Support data analysis and performance management to monitor, evaluate and provide assurance to check that standards and performance are being maintained.
- Ensure ongoing competency assessment of the Healthcare Support Worker and Practice Nurse workforce within their area of responsibility, informing the Practice Manager if any concerns are noted.
- Identify governance issues for resolution and changing ways of working by clinicians and others.
- Actively contribute to Cluster plans, Practice plans and the overall service improvement in line with public health agendas.
- Work with others to implement frameworks, within area of responsibility, to review/develop and enhance the service provided by nurses in order to improve patient access to primary care services, patient experience and clinical outcomes.
- Contribute to the sharing of good clinical and evidence-based practice within and between Cluster Networks and wider Directorates.
- Maintain clinical and professional competence by keeping up to date with nursing and health care trends and developments by reading clinical/professional literature, research, undertaking mandatory and professional study days/courses and revalidation competencies.

## **Professional Leadership and Management**

- Ensure practice values are adopted and adhered to at all times; Caring for Each other, Working Together and Always Improving.
- Take responsibility for own development learning and performance including participating in clinical supervision and acting as a positive role model.
- Support the development of others in order to maximise potential.
- Actively promote the workplace as a learning environment, encouraging

everyone to learn from each other and from external evidence-based, good practice.

- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging any complacency and actions that are not in the interest of the public and/or service users.
- Act as a clinical leader in the delivery of Healthcare services to patients, ensuring that the needs of the patient remain the priority.
- Support the general practitioners in planning and implementing changes within the area of care and responsibility.
- Contribute and participate in the development of practice guidelines, protocols and standards.
- To deputise in the absence of the Practice Nurse.
- Monitor, audit and evaluate clinical effectiveness in accordance with practice policies and standards.
- To understand and comply with practice policies and procedures, and to ensure that other clinical staff adhere to these processes.
- To participate in team meetings and present information pertaining to the nursing department when called upon.
- To be a clinical resource for members of the healthcare team, providing advice and assisting with treatment and provision of care.
- To ensure cost effective use of resources, managing stock and equipment levels and ensuring that all staff are utilising resources appropriately.
- To facilitate clinical supervision for healthcare staff.
- To complete risk assessments on any hazardous or potentially hazardous activities, and put action plans into place to reduce risk.
- To take responsibility for their own personal safety and ensure that other staff members and visitors do the same.
- To support the Practice Manager and general practitioners with the management and investigation of complaints.
- To provide constructive feedback to staff regarding lessons learned from incidents and complaints and ensure processes are adapted to prevent reoccurrence.

## **Communication**

- Provide and receive complex, sensitive or contentious information, where persuasive, motivational negotiation and training skills are required, using empathy and reassurance. This will require good levels of interpersonal and communication skills.
- Provide expert and visible professional leadership to the Clinical/Nursing workforce within their areas of responsibility, in the delivery of local and national healthcare strategy.
- Provide clinical/professional advice, support, challenge, scrutiny and decision-making, as required, within their areas of responsibility.
- Ensure that self and others represent and practice to the highest of professional standards.

- Develop positive working relationships with other clinicians and managers to ensure the organisation is at the forefront of best professional practice and service delivery.
- Use a wide range of communication skills to win hearts and minds on sensitive change issues, overcoming barriers to acceptance.
- Responsibility to communicate and liaise with all Primary care staff, Public Health, and other health care professionals, across Primary, Community, Secondary and third sector organisations. The purpose is to co-ordinate care and referrals as appropriate. Information shared may be complex, confidential and sensitive. Maintenance of good working relationships is essential.
- Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment is obtained and maintained. This will include responsibility for ensuring information is accessible and communication needs/support addressed e.g. securing interpreter services.
- Communicate effectively with patients and others, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
- Anticipate barriers to communication and take action to improve communication.
- Act as an advocate when representing patients, colleagues and others.
- Be aware of and maintain confidentiality at all times in accordance with the practice confidentiality policy.

### **Quality and Safety**

- Support the implementation of frameworks to ensure that clinicians actively contribute to the development of clinical governance across the Practice/Cluster to promote and drive forward continuous quality improvement and professional standards.
- Support the implementation of systems and processes to deliver and performance manage effective clinical governance across the Practice/Cluster and other primary care clinical services.
- Contribute to ensuring that a culture is developed within their areas of responsibility that supports the delivery of clinical governance, promoting and sharing best practice, compliance with National Service Frameworks, NICE guidance, QAIF and other relevant guidance.
- Ensure standards to demonstrate compliance with infection prevention and control standards are achieved, reducing the health care associated infections.
- To ensure compliance with hand hygiene audits and actions, environmental cleanliness and cleaning schedule compliance for clinical areas to achieve and sustain high performance and pride.
- Assist the general practitioners to ensure that Clinical Risk Management is a key component of the operational planning and management within the Practice.
- Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery Council (NMC).
- Produce accurate, contemporaneous and complete records of patient

consultation, consistent with legislation, policies and procedures as set out in practice policies and the NMC code of conduct.

- Deliver care according to NSF, NICE guidelines and evidence-based care.

### **Workforce Management**

- Support the Practice Management Team with Workforce and Organisation Development to ensure that robust employment policies and processes are in place in all areas of operational responsibility.
- Ensure that staff groups within area of responsibility, are working to competencies which are regularly assessed and appropriate to the service in line with Agenda for Change.
- Ensure all nursing staff within area of responsibility has an annual PDR to identify staff training and development needs and ensure that a record of individual training and development is maintained. The post holder is also responsible for ensuring through this process that staff are working to agreed objectives and have a clear understanding of the Practice, Cluster and Health Board's values and goals and their contribution to achieving these.
- To provide support through effective coaching and mentoring of the nursing team to promote personal, team and organisational development, promoting innovation and change.

### **Education and Training**

- Be aware of and be responsible for your own development, ensuring you remain current and up-to-date with aspects of clinical skills and service delivery. Ensure all training and educational needs are discussed within your annual PADR process.
- Participate in an annual PADR, ensuring prior planning and preparation is complete to maximize the effectiveness of the appraisal process.
- Contribute to the management of teaching, training and development of nurses within area of responsibility.
- Be responsible for ensuring appropriate delegation of tasks to Healthcare Support Worker, in line with their level of competence.
- Provide training, supervision and education in support of the competencies of Healthcare Support Worker in line with the appropriate regulatory framework.
- Support pre-registration education by ensuring NMC Standards are met within their areas of responsibility.
- Implement a plan/rolling programme for the education and training of all HCSWs nurses within the post holder's areas of responsibility and under guidance from the Charge Nurse.
- Participate in development and training and deliver teaching sessions to HCSWs, nurses and the wider MDT where needed and within your scope of practice.
- Prioritise own workload and ensure effective time-management strategies are

embedded within the culture of the team.

### **Information Resources**

- Support and ensure the implementation of appropriate Information Management and Technology systems to collect and analyse data to support nursing metrics.
- Review and process data using accurate Read codes to ensure easy and accurate retrieval for monitoring and audit processes.
- Manage information searches using the internet and local library databases, For example, the retrieval of relevant information for patients and others on their condition.
- Understand the responsibility of self and others regarding the Freedom of Information Act.

### **Equality and Diversity**

- Enable others to promote equality and diversity in a non-discriminatory culture.
- Support people who need assistance in exercising their rights.
- Monitor and evaluate adherence to local chaperoning policies.
- Act as a role model in the observance of equality and diversity good practice.
- Accept the rights of individuals to choose, participate in care and refuse care.

### **General**

- Support the Practice Manager on specific and appropriate projects on behalf of the practice.
- Be aware of and adhere to Health Board policies and procedures:
  - Health and Safety at Work Act;
  - Data Protection Act 1998;
  - Other relevant legislation and agreed practice and policy.

The Health Board has adopted a policy for Equality and Human Rights and specific regard should be taken of its contents in relation to the treatment of employees or potential employees.

**This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.**

## General Considerations

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour framework in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the Health Boards individual performance review process to ensure continued professional development.
- **Job Limitations:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their Manager / Supervisor / Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection regulations, including the Data Protection Act 1998 and GDPR 2018, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Health & Safety:** The post holder is required to co-operate with the health Boards Health and Safety Policy to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Quality Improvement:** The Health Board is keen to promote an understanding of the principles of continuous quality Improvement and encourages all staff to undertake IQT ("Improving Quality Together") training.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Corporate Governance:** The post holder is required to ensure the highest standards of corporate governance and probity are maintained by ensuring all staff work within the provision of Standards of Business Conduct, Standing orders and Standing Financial Instructions.



- **Risk Management:** The Health Board is committed to protecting its staff, patients, assets and reputation through an effective risk management process.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Disclosure Barring Service \*Standard / Enhance check as part of the Health Board's pre-employment check procedure. \*Delete as appropriate.

The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.

- **Safeguarding Children:** The Health Board is committed to safeguarding children and adults at risk. All staff must therefore attend the required level of safeguarding children & adult training. This post requires minimum level 2.
- **Cognitive Dysfunction:** Some degree of cognitive impairment is now common in the communities that we serve. We encourage all our staff to undertake online training for dementia awareness, so as to understand and be responsive to the particular needs of people with cognitive dysfunction.
- **Infection Control:** The Health Board is committed to meet its obligations to minimise infection. The post holder is required to comply with current procedures for the control of infection, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the Health Board.

- **Records Management:** The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the practice in confidence (even after an employee has left the Health Board). This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. All staff have a responsibility to consult their manager if they are have any doubts about the correct management of records with which they work.
- **Job Description:** This job description is not exhaustive but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

**For Clinical Staff Only:** All clinical staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations NMC, GMC, GDC, HCPC etc. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements.

- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites including buildings and grounds are smoke-free.