

Job description and person specification

Post:	Practice Nurse
Salary:	depending on experience
Hours:	20 hours/week
Professional Accountability:	Lead Practice Nurse
Managerially Responsible to:	Lead Practice Nurse
Reporting to:	Lead Practice Nurse

Job summary

The post holder is responsible for the delivery of effective primary health care and chronic disease management to the patients of Nant Dowlais Health Centre. The focus of the role is both the delivery of evidence-based practice for patients presenting with complex and chronic conditions, and the provision of preventative health care to the practice population.

As an autonomous practitioner the post holder is responsible for the care delivered, demonstrating critical thinking and skills in clinical decision-making in the management of patients.

Reporting to the Senior Nurse, you will work collaboratively across the primary healthcare team to meet the needs of patients, support the delivery of healthcare and public health within primary care working within defined policy and procedures.

Key responsibilities

Clinical practice

- 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.
- Proactively identify and manage treatment plans for patients at risk of developing a chronic condition as appropriate.

- Work autonomously and with other health care professionals to diagnose, 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 healthcare service delivery.
- Review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with postholder competencies, evidence-based practice and national guidance and practice protocols.
- Work with patients to support adherence to prescribed treatments.
- Provide information and advice on prescribed or over-the-counter medication on medication regimens, side-effects and interactions.
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care.
- Support patients to adopt health promotion strategies that promote principles of self-care.
- Implement and participate in vaccination and immunisation programmes (adults and children).
- Promote and deliver evidence-based care for patients presenting with aural conditions, including ear syringing.
- Meet the needs of patients presenting for wound care.
- Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on individuals' health and well-being.
- Implement and evaluate individual treatment plans for patients with a known chronic condition.
- Deliver health promotion, using opportunities such as new-patient medicals.
- Support patients to adopt health promotion strategies that promote patients to live healthily and encourage principles of self-care.
- Assess and care for patients presenting with both complicated and uncomplicated wounds.
- Support and advise patients requesting information relating to sexual health and sexually transmitted diseases.

- Support and manage health needs of patients presenting for sexual health consultations and screening.
- Recognise, assess and refer patients presenting with mental health needs in accordance with local guidance, the Mental Health Measure and national guidance.
- Advise, support, screen, implement and participate in vaccination and immunisation programmes for patients.
- Deliver/assist practitioners to deliver minor-illness clinical sessions.
- Undertake health care needs assessments and analyse results.
- Support the delivery of the clinical governance and risk management agendas
- Undertake patient experience/satisfaction surveys and analyse results

Essential Values & Behaviours	
The post holder undertaking this role is expected to always behave in a way that demonstrates commitment to the delivery of thoughtful patient care and continuous improvement as detailed below	
Thoughtful Patient Care	Continuous Improvement
Caring & Helpful <ul style="list-style-type: none"> • Polite. Respect individuals' dignity and spiritual beliefs, thoughtful and welcoming • Helpful. Kind supportive, don't wait to be asked • Listening. Informing and communicating. • Non-Judgemental. Treats all patients with respect and professionalism 	Accountable & Reliable <ul style="list-style-type: none"> • Reliable and happy to be appraised • Appreciative of the contribution of others • Effective and supportive team working
Safe & Vigilant	Best use of Time & Resources
<ul style="list-style-type: none"> • Clean hands and Healthcare Department so patients are safe • Professional, patients feel safe • Honest, will speak up if needed to stay safe 	<ul style="list-style-type: none"> • Simplify processes to find more time to care • Eliminate waste, investing for patients • Making best use of every penny we spend

Clinically Excellent	Innovation for Patients
<ul style="list-style-type: none"> • Best outcomes through evidence led clinical care • Compassionate, gentle and see the whole person • Value patients time to minimise waiting 	<ul style="list-style-type: none"> • Empowerment to act on patient feedback • Improvement led by research and Evidence • Teaching the next generation.

Communication

- Utilise and demonstrate high level communication skills, maintaining strict and sensitive communication styles, to ensure patients are fully informed and consent to treatment.
- Communicate with and support patients who are receiving 'bad news', ensuring any identified risk to patient's wellbeing e.g. self-harm, is escalated and communicated.
- Communicate effectively with patients, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
- Utilise skilled communication to support patients to adhere to prescribed treatment regimens.
- Anticipate barriers to communication and take action to improve communication. This will include securing interpreters for patients when required.
- Estimate and maintain effective communication with individuals and groups within the primary care environment, including nursing, healthcare and external stakeholders.
- Act as an advocate when representing the patients' and colleagues' viewpoints to others.

Delivering a quality service

- 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.

- Work as an autonomous practitioner and make healthcare decisions within the boundaries of professional guidance, evidence-based practice and local/national policies.
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
- Deliver care according to the National Service Frameworks (NSF), The National Institute for Clinical Excellence (NICE) guidelines Quality and Outcomes Framework and evidence-based care.
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation.
- Participate in the maintenance of quality governance systems and processes across the organisation and its activities.
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- Collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate.
- Evaluate the patients' response to health care provision and the effectiveness of care.
- Support and participate in shared learning across the practice.
- Participate in the management, review and identify learning from complaints, clinical incidents and near-miss events utilising a structured framework.
- Participate in the performance monitoring review of the team, providing feedback as appropriate.
- Understand and apply legal policy that supports the identification of vulnerable adults/children, being aware of statutory child/vulnerable adult health procedure and safeguarding.
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate.
- Assess the impact of policy implementation on care delivery.

Personal and people development

- 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 to maximise potential. This may include mentorship responsibility.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging complacency and actions that are not in the interest of the public and/or users of services.
- Understand own responsibilities and accountability in the delivery of healthcare to patients, ensuring that the needs of the patient are the priority.
- Participate in planning and implementing changes within the area of care and responsibility.
- Work collaboratively with other nurses and primary care team to ensure sufficient staff of appropriate ability, quality and skill mix are available to meet the healthcare needs of patients.
- Contribute and participate in the development of local guidelines, protocols and standards.
- Critically evaluate and review innovations and developments that are relevant to own practice.
- Keep up to date with new developments locally and nationally identifying those that will enhance the team's work.
- Ensure awareness of sources of support and guidance and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate.

Leadership – personal and people development

- Take responsibility for own development learning and performance including participating in annual appraisal, 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 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 users of services.
- Act as a clinical leader in the delivery of healthcare services to patients, ensuring that the needs of the patients are the priority.
- Participate in planning and implementing changes within the area of care and responsibility.
- Contribute and participate in the development of local guidelines, protocols and standards.
- Participate in the planning and engagement of practice-based commissioning or similar initiatives.
- Ensure awareness of sources of support and guidance and provide information in an acceptable format to all prisoners/patients, recognising any difficulties and referring where appropriate.
- Participate in staff meetings.
- Provide training where required, sharing learning from any training attended.

Team working

- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties.
- Ensure clear understanding and utilisation of referral mechanisms within healthcare services.
- Where necessary, accept delegation from senior nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice.
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery.
- Participate in team activities that create opportunities to improve patient care.

Management of risk

- Responsible for reporting and recording all incidents/accidents and complaints and to investigate when required.
- Work within policies regarding family violence, vulnerable adults, mental health, substance misuse and addictive behaviour, and refer as appropriate.
- Always abide to health and safety guidance, policies and protocols with responsibility to escalate and report potential and actual risk.
- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.
- Ensure safe storage, rotation and disposal of vaccines and drugs. Oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements.
- Undertake mandatory and statutory training. Support members of the nursing team to undertake mandatory and statutory training requirements.
- Apply infection-control measures within the healthcare service according to local and national guidelines.
- Apply policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all patients.
- Participate in the local implementation strategies that are aligned to the values and culture of healthcare.

Utilising information

- Use clinically based practice systems as an aid to management in planning, implementation and monitoring, presenting and communicating information.
- Review and process data using accurate Read codes about patients 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 on their condition.

- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act.
- Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care.
- Where necessary, prepare healthcare reports in relation to services delivered.

Learning and development

- Act as mentor to student's, colleagues HCSW etc, assessing competence against set standards as requested and if appropriately qualified.
- Disseminate learning and information gained to other team members to share good practice and inform others about current and future developments.
- Assess own learning needs and undertake learning as appropriate.
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Equality and diversity

- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity.
- 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 good practice relating to equality and diversity.
- Accept the rights of individuals to choose their care providers, participate in care and refuse care.

Person Specification

Practice Nurse

Band: 5

<p>Qualifications- Essential</p> <ul style="list-style-type: none"> • Registered Nurse with NMC • Diploma/degree level study or equivalent relevant to post. • Evidence of continued professional development 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience within General practice setting/primary care
<p>Knowledge and Experience - Essential</p> <ul style="list-style-type: none"> • Post qualification registration experience/ within primary care • Experience of quality initiatives such as clinical benchmarking and audit. • Knowledge of Data Protection and its application to clinical records • Knowledge of needs of patients with long term conditions. • Aware of accountability of own role and other roles in a nurse-led service. • Knowledge of health promotion strategies and ability to apply to clinical practice. • Awareness of clinical governance issues within primary care and ability to apply to practice. • Knowledge of patient group directions and associated policy. 	<p>Desirable</p>

<ul style="list-style-type: none"> • Ability to identify determinants on health in the local area. • Knowledge of public health issues in the local area. • Awareness of local and national health policy and ability to apply to practice. 	
Skills and Ability- Essential <ul style="list-style-type: none"> • Skills to manage nurse-led management of chronic conditions. • Skills and experience of implementing protocols and clinical guidelines. • Skilled and effective communicator with patients/staff and external stakeholders • Ability to work autonomously and part of a team. • Skills to risk assess clinical need and effectively prioritise clinical need. • Possession of clinical skills in a variety of nursing interventions e.g. clinical assessment, phlebotomy, immunisation, chronic disease management, screening programmes. • IT/Computer literate, able to use a number of IT systems e.g. WORD, Excel etc • Conflict resolution 	Desirable <ul style="list-style-type: none"> • ECDL • Mentorship skills • Ability to speak Welsh
Personal Qualities- Essential <ul style="list-style-type: none"> • Effective team player and ability to act as a role model 	Desirable

<ul style="list-style-type: none"> • Self-motivated and self-aware • Adaptable and flexible to meet the needs of the service • Ability to work to tight and demanding deadlines • Ability to work well under pressure • Aware of own limitations and working within role responsibilities 	
Further Criteria- Essential <ul style="list-style-type: none"> • The ability to travel between the practice sites, to identified training sessions etc. 	Desirable