

**Caritas Surgery**  
**JOB DESCRIPTION**  
**Triage Nurse/ANP/APP**

**ACCOUNTABLE TO:**        **THE PARTNERS (Clinically)**  
                                  **THE PRACTICE MANAGER (Administratively)**

**HOURS:**                    **2 post between 20 and 30 hours (over 4 or 5 days preferable)**

**JOB SUMMARY**

To act as an autonomous practitioner working independently and in conjunction with other health care professionals to assess, diagnose and treat conditions of patients attending within primary care.

Demonstrate safe, clinical decision-making and expert care for patients within the general practice. The post will include telephone triage and initial contact for patients requiring on the day treatment. The candidate will need to prioritise and triage the needs of patients accordingly, making any necessary referrals for investigations and direct referrals in the appropriate manner.

**KEY ROLE - CLINICAL PRACTICE**

The Advanced Practitioner works autonomously and is accountable for his/her own professional actions.

- To deliver a high standard of patient care as an Advanced Practitioner (ANP/APP) in general practice, using expert knowledge and clinical skills to deliver holistic care to people accessing primary health care services.
- Assesses diagnoses and treats patients attending primary health services with a range of acute, non-acute and chronic medical conditions.
- Assesses diagnoses and treats patients in surgery or own home who require acute medical attention and refer to appropriate agency.
- To manage a clinical caseload, dealing with presenting patient's needs in a primary care setting responding effectively to patient need and ensuring patient choice and ease of access to services.
- Directly admits patients to secondary care hospital in acute medical need.
- Following discussion with a GP refers patients as appropriate to other members of the multidisciplinary team, secondary care and to other statutory and voluntary organisations including referral for x-ray.
- Undertakes and interprets a range of diagnostic tests and routine clinical procedures e.g. venepuncture, blood pressure monitoring etc.
- Makes critical judgements of the highest order to satisfy the expectations and demands of the job, e.g. first contact with patients presenting acutely and manages care in the presence and absence of protocols.
- Works within professional guidelines and codes of conduct.

- Works within all relevant practice policies and procedural guidelines e.g. infection control, chaperoning, risk management.
- Independent prescriber.

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

See person specification

## **PRIMARY DUTIES & AREAS OF RESPONSIBILITY**

### **CLINICAL ROLE:**

The post-holder will:

- Triage and treat patients wishing to see a health care professional, making any necessary referrals to other members of the primary health care team.
- Make professionally autonomous decisions for which he/she is accountable.
- Ensure clinical practice is safe and effective and remains within boundaries of competence, and to acknowledge limitations.
- Provide a first point of contact within the Practice for patients presenting with undifferentiated, undiagnosed problems, making use of skills in history taking, physical examination, problem-solving and clinical decision-making, to establish a diagnosis and management plan.
- Instigate necessary invasive and non-invasive diagnostic tests or investigations and interpret findings/reports.
- Prescribe safe, effective and appropriate medication as defined by current legislative framework, ensuring practice and Health Board formularies are followed.
- Provide safe, evidence-based, cost-effective, individualised patient care.
- Offer a holistic service to patients and their families, developing where appropriate an on-going plan of care/support, with an emphasis on prevention and self-care.
- Promote health and well-being through the use of health promotion, health education, screening and therapeutic communication skills.
- Work with the multi-disciplinary team within the Practice, and across the wider Health Board, to promote integrated and seamless pathways of care.
- Contribute to the practice achieving its quality targets and to sustain the high standards of patient care and service delivery.
- Help develop and set up new patient services and participate in initiatives to improve existing patient services.

### **PROFESSIONAL ROLE:**

The post-holder will:

- Monitor the effectiveness of their own clinical practice through the quality assurance strategies such as the use of audit and peer review.
- Maintain their professional registration.

- Maintain membership of a recognised medical defence organisation.
- Participate in continuing professional development opportunities to ensure that up-to-date evidence-based knowledge and competence in all aspects of the role is maintained.
- Work within the latest NMC/HCPC Code of Professional Conduct.
- Record consistent and accurate consultation data in patients records in accordance with the latest NMC/HCPC guidance, and other pertinent standards.
- Keep up to date with pertinent health-related policy and work with the practice team to consider the impact and strategies for implementation.
- Work collaboratively with colleagues within and external to the practice.
- Participate in practice meetings reporting progress as required.

## **TRAINING AND PERSONAL DEVELOPMENT**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

## **CONFIDENTIALITY**

- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

## **HEALTH AND SAFETY/RISK MANAGEMENT**

- The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).

## **EQUALITY AND DIVERSITY**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

## **QUALITY**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

## **COMMUNICATION**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members, patients and carers.

## **SPECIAL WORKING CONDITIONS**

- The post-holder maybe required to travel independently between practice sites ().
- The post-holder will have contact with bodily fluids i.e., wound exudates; urine etc while in clinical practice.

## **REHABILITATION OF OFFENDERS ACT 1994**

Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.