

# Redwell Medical Centre

## Advanced Clinical Practitioner Job Description & Person Specification

<b>Job Title</b>	Advanced Clinical Practitioner
<b>Accountable to</b>	The Partners
<b>Administrative Manager</b>	Operations Manager

### Job Summary

The post holder is an experienced clinician (ANP/Paramedic/Clinical Pharmacist) who, acting within their professional boundaries, will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment and evaluation of care. They will demonstrate safe, clinical decision-making and expert care, including assessment and diagnostic skills, for patients within general practice. The post holder will be integral to the triage model of care within the practice undertaking consultations via various media and advice calls. Be able to work independently and adapt the assessment process, treatment plans and if required prescribe, to meet the care needs for a variety of identified patient groups. The post holder will work with the wider practice team in developing models and pathways to deliver high quality care.

### Mission Statement

These are the core values and principles which guide us:

**Ethical:** To work within an ethical frame work at all times through a policy of openness and transparency. To act with integrity and be accountable for our actions.

**Quality:** To provide the highest possible standards of care and treatment to patients with diversity, equity and equality of access.

**Patient-centred:** Each patient's individual needs and experience are our first consideration and at the heart of everything we do. To convey compassion in all that we do, assessing and responding to need.

**Premises:** To provide our patients, staff and visitors with clean, modern and safe environment, ensuring our premises and grounds are maintained to a satisfactory standard.

**Continuous Improvement:** To audit and review our service, to continuously learn and improve, ensuring a learning environment, acknowledging and adapting to change and building on achievements to develop our services.

**Staff:** To invest in the development of staff to provide a highly skilled work force working towards a common goal. Our staff are expected to display compassion, courtesy, professionalism, consistency and integrity in all their dealings with patients, their families and with each other.

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## Generic Responsibilities

All staff at Redwell Medical Centre have a duty to conform to the following:

### Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

### Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

### Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

### Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The

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responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

## **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

## **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

## **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

## **Service Delivery**

Staff at the Redwell Medical Centre must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

## **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

## **Professional Conduct**

At Redwell Medical Centre staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

## **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take their full leave entitlement each year.

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## Primary Responsibilities

The following are the core responsibilities of the advanced practitioner. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload, competence and staffing levels:

### Clinical Responsibilities

- Work autonomously and be accountable for own professional actions
- Undertake telephone triage work and other consultations including home visits
- Undertake clinical practice at an advanced level using expert knowledge and clinical skills to deliver holistic care to people accessing primary care services
- Assess undifferentiated patients with a range of acute, non-acute and chronic medical conditions
- Take history, make appropriate physical examinations, formulate differential diagnoses and carry through management treatment plans ensuring relevant follow up
- Prescribe medication and treatment in accordance with designated body guidelines for non-medical prescribers.
- Report, discuss and refer areas of clinical uncertainty to on-call GP, secondary care or partner organisations
- Review and action patient letters/discharges/results
- Respond to administrative/clinical queries

### Communication

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Utilise Interpreting Support Services when appropriate
- Maintain effective communication within the practice environment
- Attend and contribute to practice and primary care team meetings

### Delivering a Quality Service within the Practice

- Recognise and work within own competence and professional code of conduct as regulated by the NMC
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Work as a valuable team member within the wider practice team
- Deliver care according to practice policies, local guidelines, SIGN, NICE guidelines and evidence-based care

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- Consider and aim to deliver most cost effective prescribing, working towards practice and local prescribing targets
- Recognise the growing demand for primary care services and identify areas for service development
- Create opportunities to address patients care needs in the most expedient way, taking into account continuity of care.

## Professional Development

- Participate in an annual individual performance review, taking responsibility for maintaining a record of own personal and professional development working towards the relevant professional revalidation
- Manage own time, workload and resources effectively

## Secondary Responsibilities

In addition to the primary responsibilities, the ACP may be requested to:

- Participate in practice audits as requested by the audit lead
- Participate in local initiatives to enhance service delivery and patient care
- Participate in the review of significant and near-miss events applying a structured approach i.e. root cause analysis (RCA)

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## Person Specification – Advanced Clinical Practitioner

<b>Education, Qualifications &amp; Training</b>	<b>Essential</b>	<b>Desirable</b>
Registered Professional Clinician with the NMC/HCPC/GPC	✓	
Post graduate diploma or degree (Advanced Practice Qualification)		✓
Qualified Independent Prescriber		✓
Qualified Triage Nurse		✓
Minor Illness Qualification		✓
Teaching Qualification		✓
ALS, PALS		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in a primary care environment		✓
Experience of chronic disease management		✓
Experience of prescribing and undertaking medication reviews		✓
<b>Clinical Knowledge &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>
Chaperone procedure	✓	
Requesting pathology tests and processing the results, advising patients accordingly		✓
Travel medicine		✓
Diabetes		✓
Hypertension		✓
Asthma		✓
CHD		✓
Women's health (Cervical cytology, contraception, etc.)		✓
Understands the importance of evidence based practice	✓	
Broad knowledge of clinical governance	✓	
Ability to record accurate clinical notes	✓	
Ability to work within own scope of practice and understanding when to refer to GPs	✓	
Knowledge of public health issues in the local area		✓
Awareness of issues within the wider health arena		✓
Knowledge of health promotion strategies	✓	
Understands the requirement for PGDs and associated policy	✓	
<b>Skills &amp; Knowledge</b>		
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS / Systmone / Vision user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	

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Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow clinical policy and procedure	✓	
Experience with audit and able to lead audit programmes		✓
Experience with clinical risk management		✓
<b>Personal Qualities &amp; Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated, forward thinker	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure / in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions*	✓	
Access to own transport and ability to travel across the locality	✓	
Occupational Health Clearance	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.