**East Cliff Practice Job Specification**

**Job Title: Acute Care Practitioner**

**Hours: 37 hours per week**

**Responsible to: Nurse Manager and the lead GPs (clinically)**

**Job Summary:**

The Acute Care Practitioner will work alongside the Duty Doctor as part of the Acute Care Team, providing Personal Medical Services for patients of the practice who book a same-day appointment. The post will be supported by the clinical GP lead for the Acute Care Team, a named personal mentor, and the Duty Doctor of the day. The Acute Care Practitioner will be involved in the shaping and development of this service.

**Job Responsibilities:**

* To assess, diagnose, plan and implement care for patients presenting with acute conditions.
* To work autonomously at a level appropriate to clinical competence and within the scope of professional practice. (within professional boundaries)
* To work collaboratively with the general practice team to meet patient needs.
* The practitioner will need to prioritise and triage the needs of patients accordingly making any necessary referral for investigations in the appropriate manner.
* To refer to the Duty Doctor or the patient’s own GP as appropriate.
* To ensure full and accurate documentation of clinical history, physical examination, diagnosis and treatment plan is included in patient notes.
* To take responsibility for safeguarding children and vulnerable adults and work with other team members to ensure they are protected.
* To support the clinical lead/GPs in developing and promoting a high quality service based on best practice and underpinned with sound theoretical knowledge.
* The practitioner may be required to take part in the management of some patients with long term conditions.
* To carry out complex Frailty Home Visit Assessments – documenting appropriately
* The practitioner may be required to assist in and perform clinical tasks related to patient care as directed/agreed with GPs.
* To prioritise and undertake assessments for housebound patients with acute and chronic conditions.
* To attend and participate in practice meetings when required.
* Any other delegated duties appropriate to the post.
* To assist in the induction of new practice staff where appropriate.

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* 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. They may also have access to information relating to the practice as a business organisation.  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 & Safety:**

The post holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice health and safety policy, to include:

* Using personal security systems within the workplace according to practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified.

**Equality and Diversity:**

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

* Act as a role model and enable others to the observance of equality and diversity good practice
* 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 which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training program 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.

**Quality:**

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

* Recognise and work within own competence and relevant professional codes of conduct as set out by the Nursing Midwifery Council
* Follow Practice policies
* Deliver administrative tasks promptly and efficiently
* Prioritise, organise and manage own workload in a manner that maintains and promotes quality
* Deliver care (self and team) to National Service Frameworks, NICE guidance, CCG policy and evidence based care.
* Assess effectiveness of care delivery (self and team ) through self and peer review benchmarking and formal evaluation
* Utilise the audit cycle as a means of evaluating the quality of work , implement improvements where required (self and team)
* Participate in quality improvement initiatives, including Significant Event Audit, peer review and review of patient complaints
* Cooperate fully and openly with the investigation of patient complaints.
* Ensure that the nursing team support and work toward the achievement of national standards – QOF, CCG and Practice standards
* Support the aims and objectives of the Practice and contribute to the ongoing development of the Practice as required.
* 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 and practice members
* Communicate effectively with patients and carers
* Demonstrate sensitive communication styles to ensure patients are fully informed and consent of treatment
* Act as an advocate when representing patients and colleagues
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Team Work**

* Work as an effective and responsible team member, supporting others and the wider team in a flexible and approachable manner
* Understand your own role and scope within the organisation and identify how this may develop over time
* Ensure a care understanding of and appropriate utilisation of services and referral mechanism and policies to meet patient need.
* Participate in fortnightly business meetings

**Contribution to the Implementation of Services:**

The post-holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate.

**Extended Opening Hours**

The Practice offers an extended hours service in nursing and acute care. All staff are required to take part in this practice commitment, which may include evening and weekend working.