

LCD

Job Description – Urgent Care Practitioner

Job Title:	Urgent Care Practitioner
Hours:	Various (including in-hours, weekends, evenings and public holidays)
Accountable to:	Director of CG&Q
Responsible to:	Clinical Manager/ Supervisor

JOB SUMMARY

The post holder will be a Paramedic or Nurse with post graduate qualifications and clinical experience relevant to the position. The post holder will act within their professional boundaries and will provide care for the patient from initial history taking, clinical assessment, diagnosis and treatment to discharge or onwards referral. This may take place over the telephone, in a clinic or in the patient's home. The post holder will demonstrate safe, clinical decision-making and expert care for patients, work only within their scope of clinical competence. The post holder will be required to work flexibly to meet service demand.

Duties and Responsibilities:

Clinical

- Independently prioritise, assess, treat, and safely discharge/refer patients with undifferentiated and undiagnosed primary/urgent health care problems by making use of skills in history taking, physical examination, problem-solving and clinical decision making, to establish a diagnosis and management plan.
- Provide assessment, treatment and diagnosis at the point of contact which may be in a variety of clinical or non-clinical settings.
- Make professionally autonomous decisions for which the post holder is accountable.
- Only work within the clinical competencies and scope of practice of the individual UCP maintaining a positive approach to patient care and experience whilst recognising limitations of the UCP role.
- Complete and maintain accurate, contemporaneous records which include the documentation of the presenting history, past medical history, medications, allergies, examination findings, differential diagnosis and management plan and appropriate safety – netting.

- Adhere to Medicines management policy and procedures.
- Independently triage and interpret call information, accessed directly on SystemOne in a timely and professional manner to the patient or carer.
- Act as a referral agent and care co-ordinator by establishing multi-agency collaboration across the primary/secondary interface to meet the needs of the patient.
- Work within the parameters of current prescribing legislation or approved Patient Group Directives.
- If working in the MIU environment, be IMER trained and competent in the interpretation of adult and paediatric limb x rays to aid diagnosis of musculoskeletal injuries.
- Provide professional and clinical advice within the multi-disciplinary team.
- Discuss patients continuing care with GP/ senior clinician if required
- Work within the Code of Professional Conduct or guidelines of relevant professional body e.g. NMC, College of Paramedics, Health and Care Professions council.

Research and Quality

- Demonstrate evidence based care, working within agreed guidelines and protocols.
- Take an active role in research studies within the policy framework of the organisation.
- Participate in audit, data collection and activity monitoring to improve performance and inform future service developments.

Management

- Actively promote integrated working in collaboration with other health care professionals both within and outside the LCD organisation.
- Contribute to the development, implementation, review and evaluation of clinical protocols.
- Ensure effective communication, participating in meetings and liaising with other professionals, services and agencies as required.
- Maintain personal and professional development through evidence of continuous professional development (CPD), including demonstrating a personal awareness of advisory papers and current national issues that may have a local impact for the service.
- Participate in development of the Urgent Care Practitioner roles and other healthcare professionals through teaching, mentoring and assessment; this will include the provision of evidence based healthcare advice or Urgent Care Practitioners which contributes to the diagnosis, care or treatment of a wide range of clinical conditions.

- Actively participate in the mentoring of colleagues and participate in the delivery of internal training material.
- Effectively manage the safeguarding of adults, children, young people and refer appropriately.

Professional and Educational

- To work within the professional Code of Conduct and other directives as defined by the HCPC and NMC.
- To undertake appropriate personal and professional development to meet the requirements of HCPC and NMC registration.
- Develop own skills and competencies through education, training and development activities related to the current and future demands of the role opportunities and where possible achieve Independent Prescriber status.
- Completion of UCP course (level 6) in: Assessment and management of wounds, Assessment and management of long-term conditions and assessment and management of Paediatric minor emergencies.
- Complete the LCD Urgent Care Practitioner 6-month probationary training and identify areas of further education/skills required.
- Observe and participate in all areas of clinical practice including telephone assessment, face to face and home visits and work flexibly to meet demand on the day.
- Understand and observe professional and national guidelines on confidentiality.
- Comply with the corporate governance structure in keeping with the principles and standards set by the organisation.
- Ensure clinical supervision needs are met.
- Participate in teaching and mentoring other health professionals and members of the multi-disciplinary team.

Infection Prevention and Control

- Healthcare workers have a duty of care to patients and are expected to comply fully with the companies Infection Prevention and Control (IP&C) policies and attend/complete yearly IP&C training, for personal and patient safety and for prevention of healthcare-associated infection (HCAI). Knowledge, skills and behaviour in the workplace should reflect this.

Safeguarding

- Individuals have a duty of care to children and vulnerable adults that they come into contact with whilst at work to safeguard and promote their welfare and to work to prevent, recognise, respond, appropriately refer and record potential neglect or abuse, adhering to the company's *Safeguarding Children and Safeguarding Vulnerable Adults policies and procedures*.

Person Specification – Urgent Care Practitioner

The post holder will be required to work within the highest levels of confidentiality and discretion

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<p>Experience</p>	<ul style="list-style-type: none"> • Evidence of a range of clinical expertise. • Evidence of a range of expertise in urgent/primary/ Emergency care. • Experience of working as an autonomous practitioner. • Experience of working independently in a healthcare role. • Evidence of continuing personal and professional development. • Experience of working in primary /urgent care • Experience of multidisciplinary teamwork • Experience of PGD's. 	<ul style="list-style-type: none"> • Experience of change management 	<p>Application form Interview</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • 1st level Registered General Nurse/BSc in Nursing (min 2:2) Or • BSc in Paramedic Practice (min 2:2)/IHCD paramedic qualification. • Currently qualified as a UCP/ECP. • Minimum 5 years post registration • Level 6 in Minor Illness and Physical assessment • UCP Course (level6) – including modules on: Assessment and management of wounds, assessment and management of long term conditions, assessment and management of Paediatric 	<ul style="list-style-type: none"> • Additional qualifications relevant to primary / urgent care. • Prescribing qualification or willing to undertake 	<p>Application Certificates</p>

	<ul style="list-style-type: none"> minor emergencies MSc Level 7 Modules on advanced clinical assessment and management. 		
Personal Circumstances	<ul style="list-style-type: none"> Flexibility in working hours 	<ul style="list-style-type: none"> Flexibility in location of work. 	Interview
Training	<ul style="list-style-type: none"> Evidence of continuing professional development and application to practice within the last 12 months 	<ul style="list-style-type: none"> Understanding of training needs in relation to post. 	Application Interview
Special Knowledge/ Skills	<ul style="list-style-type: none"> Effective communication skills: verbal, written and non-verbal. Able to work independently and accountably. Knowledge of current clinical and professional issues. Up-to-date knowledge of health agenda (local and national). Innovative approach to practice. Keyboard/PC skills Awareness of the impact of evidence-based practice within nursing and Paramedic practice. Effective interpersonal skills. 	<ul style="list-style-type: none"> Able to develop self and others. Aware of impact of change on self and service. Evidence of previous contribution to service change or improvement Evidence of development of others in previous roles 	Application Interview
Other requirements	<ul style="list-style-type: none"> Able to pass pre-employment health assessment 		Pre employment health Screening

Measures of Performance

Performance will be regularly monitored and assessed via monthly review of business performance, personal objectives and delivery against this job and person specification.

The main duties and responsibilities shown above are not exhaustive but should merely be regarded as a guide. The jobholder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet the changing needs of the business. The job holder will be expected to participate in this process and the company would aim to reach agreement to changes.

Job Description Agreement

<p>I have read and understood this job and person specification:</p> <p>..... (Job holder) Date.....</p> <p>..... (Line Manager) Date.....</p>
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