



Llanfyllin Group Practice

Urgent Care Practitioner Job Description & Person Specification

Job title	Urgent Care Practitioner
Line manager	The partners
Accountable to	The partners – clinically Managing Partner - administratively
Hours per week	Up to 37.5

Job summary

The post holder is an Urgent Care Practitioner who acts within their professional boundaries, supporting and working alongside the team of clinicians at the practice.

The post holder will work as part of a multi-disciplinary team in a patient facing role undertaking clinical assessments, diagnostics and treatment either in the practice or at a patients residence and supporting the practice virtual ward and frailty workload.

Mission statement

Llanfyllin Group Practice aims to be a leading local provider of clinical care and a wide range of health care services to the community and practice area; meeting national standards on best clinical practice

Generic responsibilities

All staff at Llanfyllin Group Practice 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 to 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 they 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 that 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 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 in order to deliver healthcare 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 Managing Partner.

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 in and complete mandatory training as directed by the Managing Partner, 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 that they communicate in a manner which enables the sharing of information in an appropriate manner.

Service delivery

Staff at Llanfyllin Group Practice must adhere to the information contained within practice policies and regional directives, ensuring that 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 that 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 with anyone and they are to ensure that restricted areas remain effectively secured.

Professional conduct

At Llanfyllin Group Practice, 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

See staff handbook

Primary responsibilities

The following are the core responsibilities of the Urgent Care Practitioner. There may be on occasion a requirement to carry out other tasks; this will be dependent on factors such as workload and staffing levels. The Urgent Care Practitioner will work within their scope of clinical practice and:

- a. Assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis.
- b. Undertake consultations with patients including visiting in their own home or a care home environment.
- c. Assess, plan, implement and evaluate individual treatment plans for patients with a known long term condition.
- d. Diagnose and/or liaise with GPs to agree diagnosis, any further investigations which may be needed and appropriate treatment.
- e. Refer patients as appropriate to other members of the multidisciplinary team, secondary care and to other relevant care providers.



- f. Work as an independent practitioner and as part of the multidisciplinary and multi-agency teams in order to ensure patients needs are met.
- g. Maintain accurate clinical records in line with extant legislation
- h. Ensure complete and accurate documentation and read coding of each and every patient contact.
- i. Ensure continuity of care, arranging follow-up consultations or reviews as necessary
- j. Review the effectiveness of the treatment provided, making changes where necessary to improve patient outcomes
- k. Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.
- l. Recognise, assess and refer patients presenting with mental health needs
- m. Support patients in the use of their prescribed medicines or over-the-counter medicines (within own scope of practice)
- n. Liaise with external services/agencies to ensure that the patient is supported appropriately (vulnerable patients, etc.)
- o. Ensure that they adhere to the relevant patient group directives and local clinical pathways at all times
- p. Support the clinical team with all safeguarding matters, in accordance with local and national policies
- q. Deliver opportunistic health promotion where appropriate
- r. Any other duties appropriate to the post
- s. Must have access to own transport and a clean driving licence

Secondary responsibilities

In addition to the primary responsibilities, the Urgent Care Practitioner may be requested to:

- a. Support the practice audit programme, undertaking audits when necessary
- b. Support junior members of the team, providing guidance when necessary
- c. Participate in local initiatives to enhance service delivery and patient care
- d. Support and participate in shared learning within the practice
- e. Continually review clinical practices, responding to national policies and initiatives where appropriate
- f. Participate in the review of significant and near-miss events, applying a structured approach, i.e. root cause analysis (RCA)
- g. Take personal responsibility for own learning and development, including the requirement to maintain currency, achieving all targets set in own Personal Development Plan (PDP)

The person specification for this role is detailed overleaf.



Person Specification – Urgent Care Practitioner		
Qualifications	Essential	Desirable
Registered Paramedic (HCPC) with current registration on the HCPC register or	✓	
Qualified Registered Nurse with current registration on the NMC Register	✓	
Postgraduate diploma or degree (primary care)		✓
First Contact Practitioner qualification		✓
Experience	Essential	Desirable
Experience of working in a primary care environment		✓
Experience of working to protocols or guidelines	✓	
Experience in visiting patients in own home		✓
Experience of dealing with a range of clinical conditions	✓	
Clinical knowledge & skills	Essential	Desirable
Ability to effectively triage, assess and diagnose	✓	
Wound care	✓	
ECGs	✓	
Chaperone procedure	✓	
Requesting pathology tests and processing the results, advising patients accordingly	✓	
Diabetes		✓
Hypertension		✓
Asthma		✓
Spirometry		✓
CHD		✓
Immunisations (routine, childhood and travel)		✓
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 of 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		✓
Skills	Essential	Desirable
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	✓	



Good interpersonal skills	✓	
Problem-solving & analytical skills	✓	
Ability to follow clinical policy and procedure	✓	
Understanding of the audit process		✓
Understanding of clinical risk management		✓
Personal qualities	Essential	Desirable
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	✓	
Other requirements	Essential	Desirable
Flexibility to work outside core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Occupational Health clearance	✓	
HCPC registration	✓	

This document may be amended, following consultation with the postholder, 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.