



Dr J Henderson
Dr M Horkan
Dr R Lucy
Dr N Jamal
Dr C Longstaff
Dr L Lewis
Dr E Mathieson

Practice Manager: Mrs Chrystel Dooley

www.bassettroadsurgery.co.uk

JOB DESCRIPTION

Job Title: Minor Illness Nurse
Band: According to experience.
Location/Base: Bassett Road Surgery.
Hours: Whole time equivalent (2 applicants sought for cover)
Reporting to: The practice manager, her deputy and any of the partners

Job Purpose

- Increase capacity to meet the demand for patients requesting appointments on the same day.
- To support the role of the Practice Matrons, working alongside and deputising for them in time.

Duties and Responsibilities

We anticipate a role divided between:

- Management of minor illness cases in patients of all ages, small children through to late adulthood.
- To support the practice QoF strategy and management.
- Once working with the Complex Needs caseload, to help identify, monitor and provide care for our most vulnerable patients and to co-ordinate timely, effective multi-agency services to meet the individual needs of patients whether in the practice, at the patient's home or in a nursing/residential setting.

Flexibility in this role will be essential, and we anticipate that the division between the different aspects of the role will evolve as the demands on the practice change over time.

1. Communication and Relationships

- Communicate condition-related information, which may be highly complex or sensitive, to patients, carers and relatives, either face to face or on the telephone in a way that is understandable and reassuring.
- Provide written communication in the form of care management plans and reports, if required to meet individual patient needs.
- Attend and contribute to the daily lunchtime clinical debriefing meetings, weekly MDT meetings, undertake joint visits and attend any appropriate Monday Clinical Meetings.
- The variety of the role will require close working with all clinical and non-clinical staff within the practice.
- Engagement with GP trainees and medical students providing tutorials from time to time and engagement with our PPG membership as appropriate.
- Engagement with clinical and CCG colleagues within the locality in order to further the practice's strategic objectives.

2. Analytical

- Accurately and effectively manage patient information and identify information required for analysis that informs and influences future development and effectiveness of care of patients.
- Utilize critical thinking and decision-making skills.
- Assist with audit reporting as and when required by the practice manager/the partners to inform decision-making at practice level.

3. Planning & Organisational

- Identify opportunities for the practice to develop its minor illness health services through networking at local and regional initiatives and events.
- Participate in clinical audit to assess care given within the practice.

Once working on the Complex Care caseload:

- To assist with review and triage of practice visits on each working day and in time undertake as many of these as can be safely completed prior to the designated cut-off time, reporting to the duty doctor any visits that have not been undertaken or any completed visits which need a further visit from a GP.
- To attend the daily lunchtime meetings and report back findings from visits, discuss on-going care needs, seek advice on care management and participate in group learning.

- Liaise with aligned nursing/residential homes in the area, feeding back any concerns that may arise to the practice manager/the partners as appropriate. To visit the 3 aligned nursing/residential homes on a weekly basis together with the dedicated GP.
- To engage and educate the nursing/residential home staff when unplanned admissions occur that might have been avoided.
- Facilitate and coordinate multi-agency services to meet the identified needs of the patients.
- Develop effective systems of communication and patient pathways.
- Work with discharge planning coordinators and other practice staff to develop systems of alert to inform and track patients who are admitted to the acute sector (see also above).

4. Physical Skills

- Maintain computer skills to a high level, navigating patient notes, running searches and producing reports as required.
- Use Microsoft Word, Excel and Powerpoint to a high level.
- Deploy highly developed clinical skills with confidence, including phlebotomy and IM injections including Zoladex.
- Deploy highly developed interpersonal skills with confidence.

5. Patient Care

- See patients who have booked Same Day Appointments in clinics of 10 minute appointments, treating, prescribing and referring as required. These patients will not be triaged prior to the appointment and will therefore represent the full range of problems presenting to primary care at short notice, not limited to Minor Illnesses. These clinics will start at 8.30am and run parallel to GP clinics.
- Use advanced critical thinking and decision-making skills in a clinical context.
- Assess and diagnose patients with complex health needs across the practice population from young babies to mature adults.
- Undertake medication reviews in line with the practice's protocol as identified, face to face with the patient. Review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice.
- To assist with dealing with messages from patients and requests for telephone consultations. To control and manage these calls effectively using skilled questioning, active listening and complex communication skills to negotiate and provide support for patients who may be distressed or demanding, in a calm and professional way.
- Recognise issues and gather sufficient information to refer (e.g. drugs, domestic violence, child protection, vulnerable adults, social problems).

- The post-holder will support the equality and diversity and rights of patients and their carers, respecting their privacy, dignity, needs and beliefs and behaving in a manner which is welcoming and non-judgmental.
- Support the development of programmes to improve health and well-being and reduce inequalities.
- In time, perform Home Visits independently, shared with the GPs and the Practice Matrons.
- Work with other members of the team in the implementation of specific aspects of the NSFs.
- Participate in group reviews together with GPs of all non-urgent referrals.
- Maintain all associated records, both clinical and manual.
- Support wider nursing team providing cover and support in accordance with training.
- Ensure that own clinical knowledge and skills are developed and remain up to date.

6. Policy

- Respond to new initiatives and policy changes at a local, regional and national level and ensure the practice responds to these appropriately.
- Propose, implement, manage and evaluate relevant clinical policies within the practice.
- Be responsible for identifying risks within the working environment and either resolve these or report them within the practice.

7. Financial and Physical Resources

- Invest in educational resources and deploy them on behalf of the practice in a cost-effective and sustainable way.
- Maintain a personal duty of care in relation to equipment and resources.

8. Human Resources

- Develop own knowledge and skills in order to function at a high level as a clinician.
- Contribute leadership and change management skills to the practice team.
- Communicate effectively with other team members.
- Participate in annual performance review taking responsibility for maintain a record of own personal and professional development.

9. Quality

- The post-holder will alert other team members to issues of quality and risk.
- Assess their own performance and take accountability for their own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on their own and team activities and making suggestions on ways to improve and enhance the team's performance

10. 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 with 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 organization. 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.

11. Information Resources

- Maintain patient records accurately and comprehensively.