



JOB DESCRIPTION

JOB TITLE:	GENERAL PRACTICE NURSE
ACCOUNTABLE TO:	PRACTICE PARTNERS
HOURS:	30-37.5 HOURS (hours negotiable) core hours 8.15am-5.30pm
SALARY:	£35,922 - £43,257 (pro rata per annum) - Equivalent to B6 Agenda for Change (depending on experience and skills)

The Doctors and staff at Western Vale Family Practice are proud to offer high standards of patient-centred healthcare. We are a friendly, positive and forward-thinking practice, offering General Medical Services to over 13,000+ patients.

Our main site, which is also our main administrative centre, is based in the health centre in Cowbridge and we have branch surgeries in Llantwit Major and St Athan.

We currently have nine Doctors, two Pharmacists, two Nurse Practitioners, three Practice Nurses and a trainee Practice Nurse, two Pharmacy Technicians, a trainee HCSW and a team of Management, Administrative and Reception staff.

We also undertake the vocational training of new General Practitioners, Medical Students Pharmacists and Practice Nurses.

Western Vale Cluster

Western Vale Family Practice is part of the Western Vale Cluster and has a population of over 31,000 people across three GP Practices. It is the smallest Cluster by population spread over a large rural area, with a number of small key towns – Cowbridge, Llantwit Major & St Athan.

The Western Vale Cluster has the highest proportion of patients over the age of 65 (25% of the population) with 10% over 80. At the same time, it has the lowest proportion of patients living in a Care Home (<1% of its total population). The Western Vale Cluster is therefore proud to be supporting an older population to live independently at home.

Values

The GP Practice is often first point of contact for healthcare. The aim is to provide an easily accessible route to care, whatever the patient's problem. Since we often care for people and their families over extended periods of time, the relationship between patient, the Doctors and staff in



the Practice is particularly important. All our staff, at all times are expected to behave in accordance with the Practice values, demonstrating commitment to the delivery of a high quality service to our patients. Our values are:

- We **Care, Respect** and treat our patients and colleagues with **Kindness**;
- We **Trust** one another; and act with **Honesty**
- We take **Personal Responsibility**

As a Practice we aim to ensure that staff are appropriately trained and confident in the work they do and we provide opportunities to continuously learn, develop, gain job satisfaction and reach their full potential.

Job Summary

As a Practice Nurse at Western Vale Family Practice you will work as part of an established, supportive nursing and multi-disciplinary team, undertaking a range of practice nurse duties with excellent opportunities for continued professional development, mentorship and support to progress your career in practice nursing.

The post holder would be responsible for the delivery of practice nursing and chronic disease services care to the Practice population. You will deliver care within the boundaries of your role, focusing upon supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities. Working collaboratively with the general practice team to meet the needs of patients, whilst supporting the delivery of policy and procedures, and providing nurse leadership and mentorship as required.

Key Responsibilities:

Clinical Practice

- Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being
- Review, implement and evaluate individual treatment plans for patients with a known long-term condition as part of an annual review process
- Identify, and manage as appropriate, treatment plans for patients at risk of developing a long-term condition



- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Undertake relevant diagnostic tests such as ECG
- Support patients to adopt health promotion strategies that encourage patients to live healthily, and apply principles of self-care
- Deliver opportunistic health promotion
- Provide information and advice on prescribed or over-the-counter medication on medication, side effects and interactions
- Assess and care for patients presenting with uncomplicated wounds including dressing and removal of sutures or clips
- Support and advise women requesting information relating to family planning needs
- Support and manage health needs of women presenting for cervical cytology consultations
- Recognise, assess and refer patients presenting with mental health needs
- Implement and participate in vaccination and immunisation programmes for both adults and children
- Advise, support and, where appropriate, administer vaccinations for patients travelling abroad
- Promote and deliver evidence-based care for patients presenting with aural conditions

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate respectfully and effectively with all patients, carers, staff and Partners
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate with and support patients who are receiving 'bad news'
- Utilise communication skills to support patients to adhere to prescribed treatment regimes
- Anticipate barriers to communication and take action to improve communication
- Act as an advocate when representing the patients' and colleagues' viewpoints to others



Delivering a Quality Service

- Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery Council (NMC)
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to the NSF and the National Institute for Clinical Excellence (NICE) guidelines and evidence-based care
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
- Attend and fully participate in Nursing and Practice Meetings as requested contributing to the development of the Practice.
- Participate in the maintenance of quality governance systems and processes across the Practice and its activities
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with colleagues, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Evaluate the patients' response to health care provision and the effectiveness of care
- Support and participate in shared learning across the practice and wider Cluster
- Participate in the management, review and identify learning from patient complaints, clinical incidents and near-miss events utilising a structured framework (e.g. root-cause analysis)
- Participate in the performance monitoring review of the team, providing feedback as appropriate
- Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate



Team Working

- Understand own role and scope in the Practice and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery Participate in team activities that create opportunities to improve patient care
- Participate in and support local projects as agreed with the practice management team.

Management of Risk

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Ensure safe storage, rotation and disposal of vaccines and drugs is undertaken. Where appropriate, oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements
- Undertake mandatory and statutory training
- Apply infection control measures within the practice according to local and national guidelines
- Apply personally and ensure wider application of Practice policies and procedures
- Participate in the local implementation strategies that are aligned to the values and culture of general practice.

Utilising Information

- Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information



- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
- Manage information searches using the internet and local library databases, for example, the retrieval of relevant information for patients on their condition
- Understand own and other's responsibility to the individual Practice regarding the Data Protection and Freedom of Information Act
- Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care.

Equality and Diversity

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

- 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.
- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers, participate in care and refuse care.

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. This will 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 clean, tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Reporting potential risks identified.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Mandatory e-learning
- 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 in line with revalidation requirements and demonstrating skills and activities to others who are undertaking similar work.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.



Western Vale
Family Practice

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This job description is an outline of the post and is not exhaustive. The post holder may be required to undertake other related duties not specifically mentioned above.



	Essential	Desirable	Assessment
Qualifications	<ul style="list-style-type: none"> • RGN –NMC Registration • Evidence of recent and ongoing CPD • Health Promotion • Infection Prevention & Control • Aseptic Non-Touch Technique • Mandatory NHS e-learning 	<ul style="list-style-type: none"> • Diploma Modules (Respiratory, Diabetes, Asthma, Minor Illness, etc) 	Application Form/ Certificate Check
Experience	<ul style="list-style-type: none"> • Primary Care Nursing • Clinical - Management of minor illnesses/ ailments and long-term conditions, Cervical cytology, INR, immunisation and vaccination, wound management, minor illness, minor surgery, contraception and sexual health, ECG, Spirometry, Doppler Scanning • Managing patients with complex needs • Primary Care IT systems 	<ul style="list-style-type: none"> • Co-ordinating Immunisation Campaigns/ Champion role • Supporting students 	Application/Interview /References
Knowledge	<ul style="list-style-type: none"> • Knowledge of needs of patients with long-term conditions • Knowledge of health promotion strategies • Knowledge of Enhanced Service provision • NICE Primary Care Guidelines • Awareness of clinical governance issues in primary care • Knowledge of patient group directions and associated policy • Knowledge of Infection Prevention and Control and Waste Management requirements 	<ul style="list-style-type: none"> • Vision/EMIS Clinical System • Knowledge of public health issues in the local area • Awareness of local and national health priorities 	Application/Interview /References



Skills	<ul style="list-style-type: none"> • Clinical Examination • Communication skills, both written and verbal • Ability to communicate difficult messages to patients and families • Negotiation and conflict management • IT skills 	<ul style="list-style-type: none"> • Change-management skills and ability to support patients to change lifestyle 	Application/Interview /References
Qualities/ Attributes	<ul style="list-style-type: none"> • Positive role model • Uses Initiative • Time Management • Flexibility • Enthusiasm • Team player • Sensitive and empathetic • Resourceful 		Application/Interview /References
Other	<ul style="list-style-type: none"> • Ability to travel between Practice sites • Ability to work flexibly and provide cover for colleagues 	<ul style="list-style-type: none"> • Ability to speak Welsh 	Application/Interview /References