## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

| Job Title: Advanced Nurse Practitioner
| NHS 24 (Telehealth/care) |
| --- | --- |
| Job Reference | |
| No of Job Holders: | 4 |

### 2. JOB PURPOSE

The Advanced Nurse Practitioner (ANP) will work in NHS 24 during the in and Out Of Hour’s (OOH) period. They will be responsible for clinical decision making for the adult population including assessment and onward referral to the appropriate care area for patients such as in their own homes/receiving palliative or end of life care, Primary Care Out of Hours (PCEC), Emergency Department, self-care management or other relevant clinical advice.

The post holder will work closely with GP Practices including the OOH Hub and communicate on a daily basis about any patient they have assessed overnight/ at weekend that need to be followed up by the GP during normal working hours.

The post holder utilises advanced assessment skills to assess, identify the appropriate clinical care and management for all patients including the acutely unwell, their family or carer. The post holder makes complex, autonomous decisions using advanced skills and knowledge, has overall responsibility for the assessment of care needs and the delivery of advanced nursing care in the Telehealth, primary, community or acute care areas.

Utilising research and development knowledge, methodology and skills the post holder will participate in regular research activities to identify; actively facilitate and participate in audit and quality improvement and assurance programmes, promoting evidence based practice within NHS 24.

To provide specialist education and training to nurses and other clinicians within NHS 24 and partner boards, act as a role model and encourage high standards of patient care on a day to day basis.

### 3. DIMENSION

The postholder will:

- Meet the national definition of an Advanced Nurse Practitioner and be appropriately trained to meet the needs of the people of Scotland
- Maintain knowledge and skills by rotating to other areas of care such as a hospital, PCEC or GP setting during the in and out of hours period
- Work closely with colleagues in GP Practice, Primary Care, and Primary Care Out of Hours, Scottish Ambulance Service and other relevant NHS or voluntary organisations
- Possess assessment and treatment skills for all patients and presenting conditions, similar to that of an ST3 level trainee GP.
4. ORGANISATIONAL POSITION

- Director of Nursing & Care
- Deputy Director of Nursing & Care
- Nurse Consultant Telehealth/care
- General Manager
- CSM
- Associate Medical Director
- Advanced Nurse Practitioner (This post)

5. KEY RESULT AREAS

Clinical

- Autonomously assess, make a differential diagnosis, diagnosis and advise service users who may have a range of acute, non-acute and chronic presenting medical conditions.

- Utilise advanced knowledge and highly specialist clinical skills to assess, plan, implement and evaluate care to deliver the highest possible standard of care to patients, families and carers within the confines of available resources and to develop effective advance pathways of care.

- When required liaise with relevant health boards to arrange admission to an appropriate place of care.

- Assess patient records, recorded assessments/triage outcomes and medical history to inform an immediate treatment plan where appropriate e.g. medication etc.

- As a Nurse Independent Prescriber, the post holder is responsible and accountable for assessing the individual patients need for medication/fluids and for prescribing appropriately.

- Carry out clinical investigations and procedures such as (but not exhaustive of) physical examination, venepuncture, cannulation, arterial blood gas sampling and analysis, IV preparation and administration, management of fluid balance, undertake lead ECG and basic interpretation when on rotation to face to face clinical areas.

- Interpret investigations and manage onward refer as appropriate.

- Provide support and advice to patients and carers relating to clinical interventions.
• Refer and signpost service users, as appropriate to other members of the team working within the health and social care partnerships including voluntary organisations

• Posses advanced adult resuscitation skills and have the ability to manage medical and surgical emergencies, as appropriate for the setting. Working in partnership with Scottish Ambulance Service, for assessment and management of trauma and emergency presentations, including, where available, the initiation of Emergency Medical Retrieval Service

• Use enhanced communication skills, recognising the need for confidentiality and discretion when based within a remote community setting

Professional

• Practice at all times within the Nursing and Midwifery Council Code

• Conduct clinical evidence based practice in accordance with clinical guidelines and standards

• Work within own scope of practice at all times

• As a lead practitioner act as an exemplary professional role model for nursing services

• As an Advanced Nurse Practitioner, support the nursing team to ensure that the appropriate clinical skills and competencies are used effectively to meet the needs of all patients and their families

• Communicate highly sensitive condition related information to service users, relatives and/or carers

• Demonstrate expert clinical knowledge and skill, by keeping up to date with evidence based; practice, through continuous professional development, to maintain high levels of clinical practice

• Share responsibility for clinical and staff governance

• Report complaints, incidents and accidents via the appropriately identified channels and assist managers in their investigation and resolution. Ensuring action plans are appropriately implemented

• Participate in internal and external committees relating to, Advanced Nurse Practice services in order to contribute to the development of future service provision

• Participate in clinical improvement, audit and research programmes to ensure the quality of patient care is reviewed, assessed, implemented and monitored to maintain standards of care given to patients and their families and to recommend changes to the delivery of NHS 24 Services.

• Critically evaluate current practice, developing innovative ideas to improve effectiveness and efficiency of care

Leadership and Management

• Manage own time to meet the various demands of the role, including clinical, educational and administrative elements.
• Participate in the planning and organisation of specialist education and training events for staff on a regular basis.

• Participate in internal and external committees relating to services in order to contribute to the development of future service provision.

• In partnership with the multidisciplinary team, develop and propose changes/improvements, implement and maintain policies, procedures, standards and protocols of Advanced Nurse Practice Team; ensure adherence to these in order to deliver the highest possible level of patient care within available resources.

• Awareness of working within prescribing budget for local area and budgetary process and guidance for the host Board.

• Ensure that all nursing staff and members of the multidisciplinary team are aware of, and work within policies and procedures to ensure that safe working practices are maintained for both patients and staff.

• Identify, minimise and manage interpersonal conflict, maintaining the trust and support of other healthcare professionals and disciplines.

• Report all incidents as per incident reporting policy.

• The role will integrate into the existing clinical structures to support a team of professionals.

• Respond to urgent situations, assess the situation, plan, and implement care and referrals to meet the needs of the patient and family.

• Work at the forefront of practice innovation. Determine how to deal with ambiguous or unique problems and to develop out of hours care services in collaboration with colleagues in other health boards or voluntary sector providers.

• Knowledge of the mechanisms for accessing expert help when situations are out with the skills and knowledge of the post holder (Scottish Ambulance Service, Emergency Department(s), Emergency medical Retrieval Service, Police Scotland, Video / Teleconferencing).

• Identify, minimise and manage interpersonal conflict, maintaining the trust and support of other healthcare professionals and disciplines.

• Manage risk, violence and aggression appropriately.

**Research and Audit**

• Critically evaluate current practice, developing innovative ideas to improve effectiveness and efficiency of care.

• Develop clinical research and audit programmes to support ongoing assessment of practice to ensure improvements in care and best practice.

• Evaluate newly generated research findings, adapt them for practice using advanced knowledge and skills, and disseminate findings to influence best practice.

• Contribute to and take an active role in appropriate clinical research projects.

• Encourage and facilitate research by the multi-disciplinary team.

• Participate in the systematic review of guidelines and protocols for practice.
Education

- Identify and pursue own personal development and professional education in collaboration with Line Manager utilising mentorship, objective setting and appraisal, enabling education needs to be met.

- Participate in the provision of study days and in-service education programmes for staff within NHS 24, including presenting in classroom settings.

- Support the provision of clinical practice opportunities for pre registration and post registration learners, to fulfil curriculum requirements and ensure that appropriate educational opportunities are provided on a day to day basis.

6. EQUIPMENT AND MACHINERY

The postholder will work within their sphere of competence, ensuring safe and appropriate use of all equipment and machinery within the clinical area. This may require the post holder to undertake recognised training for the use of specific equipment such as(list is neither exclusive nor exhaustive)

- Regular requirement for the post holder to use computer software to create reports, documents and training materials.

- The post holder is required to use software packages and electronic equipment for word processing, PowerPoint presentations, spreadsheets and databases.

- Daily use of laptop/computer for prolonged periods of time (5-6 hours on a daily basis).

- Process and generate up-to-date professional information for NHS 24 staff

- Disseminate information to identified stakeholders.

- Use systems to collate qualitative and quantitative information regarding the evaluation of training and education.

- Support the development of information sharing systems to enhance effective multi agency working Using protocols governing access to information within data protection, Legislation and codes of confidentiality.

- Record personally generated information such as training records, NMC Registration data, sickness absence monitoring, additional hours monitoring.

- Input and retrieve data for analysis from SSTS.

- Aware of responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.

- Be compliant with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.

- Promote use of Information Technology to benefit personal development and patient care

Based on clinical knowledge and expertise contribute to/influence the NHS 24 IT Strategy.
In addition (on placement/rotation) may include and is not exhaustive:

- Adult resuscitation equipment
- Point of Care testing equipment
- BIPAP (Bi-level Positive Airway Pressure)
- CPAP (Continuous positive airway pressure)
- High Flow Oxygen Systems
- ECG machine
- Defibrillator/AED
- Bladder Scanner
- Pulse oximeter
- Volumetric Infusion device
- Syringe driver
- Non invasive blood pressure monitor
- Scales
- Pneumatic tube system
- Emergency call bell system
- Blood glucose analyser
- Glucometer
- Digital Thermometer
- Wound management (inc steri-strips, glue, dressings and suturing where appropriate)

7. ASSIGNMENT AND REVIEW OF WORK

- The post is clinically based requiring self-direction and discretion in response to the clinical needs of the patients and their families
- Work is generated by the needs of the patients via telephone contact from the population when a health care need arises. This contact may prompt telephone advice or a home visit for assessment and decision making by the post holder.
- Review will be annually by formal performance appraisal, personal development plans and objective setting
- Aspects of work related to service development and training will be assigned through Service Delivery team in liaison with the Nursing & Care team

8. DECISIONS AND JUDGEMENTS

As the senior a senior professional / clinical leader the post holder will

- Work autonomously to make highly complex clinical and professional decisions and be accountable regarding the nursing and medical management of patients, the practitioner is accountable within the scope of the Nursing and Midwifery Council Code.
- Act as patient’s advocate to ensure the patient's rights are upheld
- Post holder has the autonomy to proactively identify and resolve operational and clinical issues that impinge on service needs/ patients safety
- The ability to quickly assess and respond to patient needs in urgent situations
- Advise and support others clinicians/non clinicians
- Identify monitor and review deficiencies in procedure and implements remedial action

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Adapting to working in a Telehealth/care and face to face care setting
- Dealing with a broad spectrum of presenting conditions
- Ability to continually change and adapt to new situations and strategies, being responsive to new practices and communicate these to colleagues
- Working autonomously, at the equivalent skill of a Trainee Out of Hours General Practitioner

11. COMMUNICATIONS AND RELATIONSHIPS

Main purpose: issues relating to patient care.

Frequent requirement to receive and communicate complex, condition related information tactfully and in a manner which can be readily understood by patients/carers and to handle sensitive information in an appropriate manner.

The post holder will:

- Use appropriate communication skills including motivation, negotiation and persuasion to achieve optimum outcomes for service users discussing care appropriately with other healthcare professionals in primary, community, IJBs and secondary care.
- Demonstrate empathy, sensitivity, support and reassurance when communicating with patients, relatives and staff, particularly in relation emotionally challenging situations or where patients are unable to fully understand their care due to cultural, language, physical or learning disability
- Communicate effectively to help establish good working relationships with colleagues, patients and their families, and the public.
- Participate in the development and delivery of specific educational programmes for the ongoing professional development of groups of clinicians within the organisation. Where appropriate and as a result of audit/research recommend changes to educational content to the Learning & Practice Development team.
- Liaise with other Health Care Professionals and disciplines from within and out with the organisation to support quality patient care

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The post holder will be involved in clinical, research and education activities and may frequently be required to move between tasks at short notice to meet the needs of the service. There is a requirement for flexibility of working patterns and for the ability to deal with situations as they arise. Workload is unpredictable, with priorities changing constantly.
### Physical
- Frequently working in highly unpleasant working conditions such as having contact with un-contained body fluids, foul linen (on placement/rotation)
- Frequent requirement to sit or stand for periods
- Potential exposure to hazards such as verbal and physical aggression
- Prolonged light to moderate physical effort, including bending, walking, lifting, pushing and operating equipment is required on most shifts
- The post holder will be required to work within limited spaces, and will be required to assist immobile patients (on placement)
- The post holder will be required to be able to initiate appropriate emergency care
- The post holder needs to adapt to the shift pattern required and will be required to work unsocial hours

### Mental
- High level/intense concentration required due to the nature of the ANP role to ensure accuracy for clinical tasks taking account of the unpredictable presentations and work load
- Clinical decision making which may affect a patients care
- Frequent direct and indirect interruptions from patients, relatives and the multidisciplinary team
- Prescribing and administering treatment under independent non medical prescribing
- Balancing the various aspects of the post
- Time management
- The post holder will be required to use own initiative and be able to make decisions with minimal supervision
- Requirement to act and advise in the capacity expert practitioner

### Emotional Effort/Skills
- Impart bad news to distressed patients and families
- Caring for and supporting patients and their families following receipt of bad news
- Caring for the terminally ill / end of life care of patients
- Caring for Acutely Unwell and stable patients with complex problems
- Dealing with distressed/anxious/worried/bereaved carers/staff in a professional and sensitive
manner on a daily basis

- Dealing with complicated family dynamics and high levels of public expectations

**Environmental and working conditions**

- Exposure to body fluids, blood, wounds (on placement/rotation)
- Occasional exposure to challenging behaviours e.g. stress and distress
- Requirement to travel between different locations on occasion
- Requirement to travel by car in adverse weather conditions on occasion
13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The post holder will be an expert, Advanced Nurse Practitioner with a combination of highly developed specialist skills and knowledge:

- Registered Nurse qualification with current NMC registration
- Specialist post-graduate/post registration qualification - ANPs will have a range of skills and competencies including physical assessment, diagnosis of conditions, treatment and prescribing.
- In addition to maintaining these core competencies to work in the Telehealth/care, setting the postholder will have undertaken training to ensure they are equipped to respond to the needs of the Scottish population who may require clinical input and urgent intervention. This training and skills development will include mental health, trauma, minor illness/injury and medical/surgical emergencies
- Successful completion of prescribed University modules, in-house training programme and clinical placements
- Educated at Masters level and/or demonstrable ability to undertake study to Masters level
- Non medical prescribing qualification
- Significant comprehensive post registration experience transferrable to or within Primary and Community Care
- Demonstrable competencies in medical assessment and interventions
- Evidence of continued professional development
- A commitment to lifelong learning and evidence of continuing professional development
- Evidence of management, education and training
- Demonstrate excellent team working skills with ability to work using own initiative
- Evidence of effective problem solving skills
- IT Skills
- Willingness to undertake, become competent and confident in new skills, experience and knowledge as found necessary through research to meet the changing needs of people in primary care, community and hospital setting
14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder’s Signature: ................................................................. Date:

Print name ................................................................................

Head of Department Signature: ................................................. Date:

Print name ................................................................................