



Phoenix Health Group

JOB DESCRIPTION

JOB TITLE:	Lead Urgent Care Practitioner
REPORTS TO:	Lead GP Partner for Urgent Care
SALARY:	£39,878 to £45,753 per annum

Job Summary:

You will be acting within your professional boundaries, providing care for patients from initial history taking, clinical assessment, diagnosis, treatment and evaluation of their care with the support of their named GP. You will demonstrate safe, clinical decision-making and expert care for patients within the general practice. You will work with the multi-disciplinary general practice team to support the delivery of policy and procedures and meet the needs of patients.

Mentorship and supervision will be provided by designated senior medical personnel. The level and type of supervision will be dependent on the post holder's skills and knowledge and determined by the organisation's clinical governance arrangements. You will follow recommended annual appraisals and continuing professional development.

Scope and purpose of the role:

- To deliver outstanding patient care using advanced autonomous clinical skills with in-depth theoretical knowledge and evidence based practice.
- To manage a clinical caseload and deal with presenting patient's needs in a primary care setting
- To provide clinical leadership and support the development of the urgent care team.
- To provide educational support and mentorship to the urgent care team and to develop the role of education in the urgent care team to support the practice in its role as a centre for medical education.

Primary duties & areas of responsibility (Clinical):

The post holder will under appropriate supervision:

- Provide first point of contact for patients presenting with undifferentiated, undiagnosed problems, utilising history taking, physical examination, problem-solving and clinical decision-making skills to establish a working diagnosis and management plan working in partnership with patients.
- Undertake as agreed surgery based consultations for emergency or routine problems. In addition, undertake telephone consultations / home visits and participate in duty rotas



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- Instigate necessary diagnostic tests or investigations and interpret findings/reports within the scope of your practice. Discuss the result and implications of laboratory investigations with patients
- Utilise clinical guidelines and promote evidence-based practice.
- Offer a holistic service to patients and their families, developing where appropriate an on-going plan of care/support with an emphasis on prevention and self-care.
- Refer patients directly to other services or agencies using appropriate referral pathways
- Ensure safe handover of care within and outside the practice as appropriate
- Work directly with members of the practice primary health care team and support integrated patient centred care through appropriate working with wider primary care / social care networks
- Identify community health needs and participate in the development of patient/family-centred strategies to address them.
- Contribute to the practice quality targets to consistently achieve high standards of safe, evidence-based, cost-effective patient care and service delivery

Training and development:

- Participate in continuing professional development opportunities to keep up-to-date with evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP) utilising a reflective approach to practice.
- Undertake a variety of research and analysis tasks associated with the improvement of clinical care, medical diagnosis and treatment where appropriate using the following means.
 - Audit of clinical practice
 - Significant event review / root cause analysis
 - Review of relevant literature
 - Research unusual symptoms and treatment options through consultation with general practitioners, physicians and other specialists
- Promote and support a learning culture within the practice and assist in clinical instruction, mentoring and supervision of medical, nursing or physician associate students and other learners that may periodically be attached to the practice
- Contribute to regular multi-disciplinary and or practice educational meetings
- Participate in multi-disciplinary protocol and patient group directions (PGDs) development as appropriate
- Work closely with other clinical staff and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets



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Administration:

- Fully document all aspects of patient care and complete all required paperwork for legal and administrative purposes in accordance with relevant standards
- Work in accordance with internal administrative systems relating to but not limited to the management of clinical data,
- Send and receive written information on behalf of the practice relating to the physical and social welfare of patients
- Work closely with other clinical staff and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets and work to deliver the NHS contract pertinent to the practice including the terms of the Quality and Outcomes Framework and locally enhanced services
- Ensure that all practice policies are fully implemented
- Support, contribute to and participate in external inspections

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:

- 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 and demonstrating skills and activities to others who are undertaking similar work.
- Maintain your professional registration working within the latest Code of Professional Conduct (CIPD)
- Demonstrate clinical leadership
- Pro-actively promote the role of the Urgent Care Team within the practice and externally to key stakeholders and agencies
- Respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Personal:

- Maintain good working relationships
- Take reasonable care of his/her own safety and that of other persons who may be affected by his/her act or omission.
- Co-operate with the practice team members to adhere to statutory regulations/policies, codes of practice and safety rules.



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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 as defined in the practice Health & Safety Policy, to 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 tidy and safe way and free from hazards
- Reporting potential risks identified.

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.

Quality:

The post-holder will strive to maintain quality within the practice, and will:



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- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

Communication:

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.