

JOB DESCRIPTION

JOB DETAILS	
Job Title	Emergency Ophthalmic Practitioner
Reports to	Clinical Practitioner Manager, Emergency Eye Service & Head(s) of Department
Band	Band 6
Department/Directorate	Emergency Eye Service, West of England Eye Unit - Surgical Services Division

JOB PURPOSE
<p>Emergency Eye Service Practitioners are ophthalmic nurses, optometrists, orthoptists or paramedics with specialist ophthalmic clinical training, knowledge, skill and experience. The post holder will work closely with the wider Ophthalmology team to supply and deliver specialist emergency ophthalmic care to paediatric and adult patients, escalating concerns beyond their scope of practice. Assessing, planning, implementing, monitoring care and providing advice and guidance to patients, their carers and other professionals face to face and through telephone and email triage. As such, they will provide and receive complex, sensitive, confidential and emotive information that requires empathetic handling and management. Due to the emotive nature of emergency ophthalmic care, Practitioners may experience situations of patient hostility and aggression. The post holder will work closely with the Head(s) of Department to maintain day to day running of the service, organising caseloads, participating in and providing clinical supervision, planning teaching sessions, participating and completing audit and being consulted on service development.</p> <p>Emergency Eye Service Practitioners will deliver autonomous specialist ophthalmic care, often based on analysis of complex facts, information, interpretation and comparison, to deliver programmes of care, provide specialist ophthalmic advice and supply of medications (under patient group direction or as an Independent Prescriber). Such work requires frequent concentration with an unpredictable work pattern and exposure to frequent unpleasant conditions/ situations due to the nature of emergency care. The post holder will work in accordance with Trust, professional and regulatory body codes of practice and guidelines, maintaining their Registration and training requirements.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Undertakes ophthalmic telephone and electronic referral triage, including detailed history taking, following patient assessment and categorising guidelines in line with NICE guidance and agreed local protocol for ophthalmic conditions • Uses their specialist ophthalmic skills and knowledge to competently carry out anterior eye examination and test intruperation and posterior work up based on theory. Such examination requires frequent sitting or standing in a restricted position, the moving of equipment such as wheelchairs and slit lamps. • Assess patients, plan and implement care, and provide specialist Ophthalmic advice for patients with acute ophthalmic conditions in line with NICE guidance and agreed local protocol for ophthalmic conditions • Participates in emergency eye service clinics, independently reviewing patients and referrals, and makes independent management decisions regarding care and further review within their own professional competency and Trust guidelines. • Escalates concerns beyond their scope of practice • Where professional training permits, supply and administer medications under Patient group directions (PGDs), or independently prescribes, complying with Trust policy and national guidance.

- Communicates with a range other staff of all disciplines, including liaison with other health care providers within the Trust and primary care settings regarding diagnosis and treatment advice. Directing staff within the wider ophthalmology team and ensuring the fair allocation of work where necessary
- Completes all associated documentation and records
- Participates in the setting, monitoring and evaluation of standards of care in partnership with other members of the ophthalmic multidisciplinary team to ensure the delivery of holistic, evidence based, clinically effective specialist service
- Provides education and training in practice to a range of staff, students and associated internal and external staff within the emergency and primary care setting students through clinical supervision/facilitation as appropriate
- Maintain responsibility for own professional and specialist development.
- Monitors the provision, supply and maintenance of ophthalmic equipment through the Trust (Eastern)

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

Specialist practitioner responsible for the provision of emergency eye care and triage, with the skills and knowledge to carry out appropriate anterior ophthalmic examination, ancillary testing and posterior work-up.

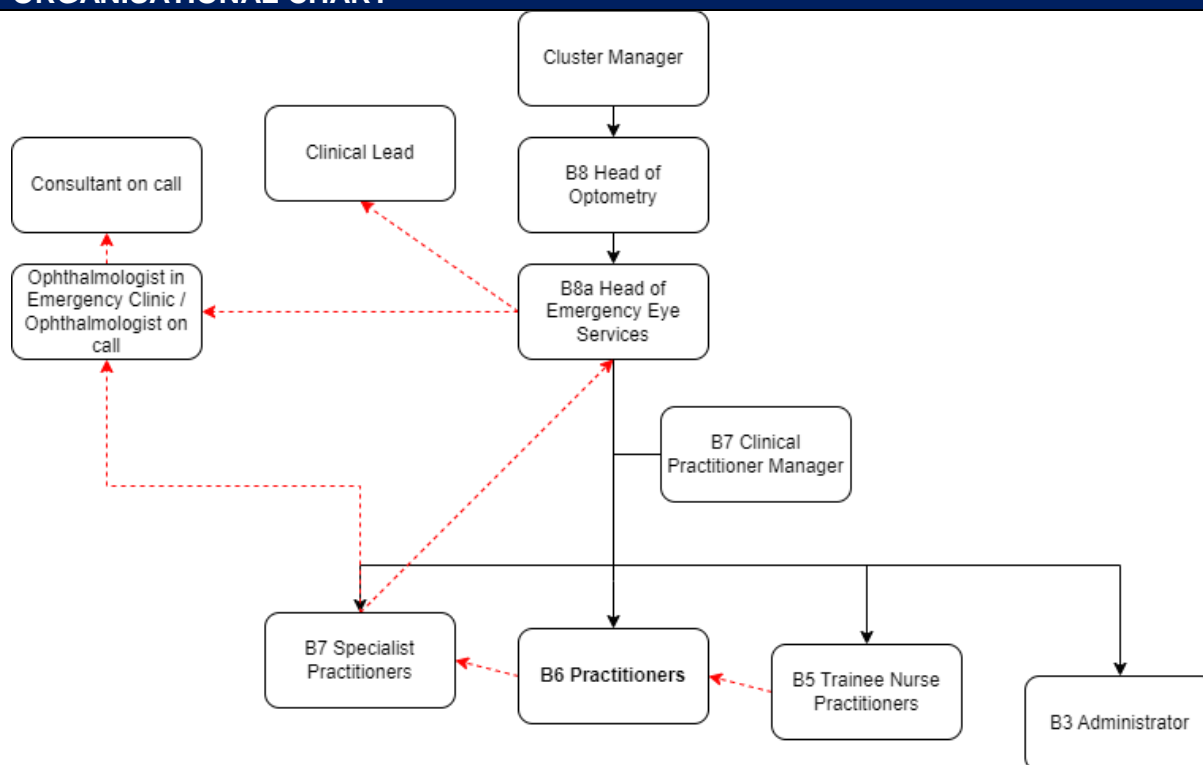
No. of Staff reporting to this role: Ad hoc clinical supervision of 1-2 trainees at a time. No direct managerial responsibility.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Patient and carers • Consultant Ophthalmologists, other medical staff • Ophthalmic nurse specialists, Specialist Optometrists, Specialist Orthoptists • Cluster Manager for Ophthalmology • Head(s) of Emergency Eye Services • Heads of sub speciality departments • WEEU DCU and OPD staff • Staff of all grades and designations in departments within the trust including but not limited to: emergency department, stroke department; inpatient wards; microbiology; porters; safeguarding teams; rheumatology • Medical secretaries/administration staff • Directorate management 	<ul style="list-style-type: none"> • Patients and their carers • GPs and associated staff • Optometrists and associated staff • Staff of all grades and designations at nearby minor injury units, walk in centres etc. • National and local voluntary organisations, charities and volunteers • Police, prison officers and other emergency service staff

ORGANISATIONAL CHART



Black arrows represent managerial responsibility, red dashed lines represent clinical reporting responsibility, post holder in bold.

FREEDOM TO ACT

- The post holder will act autonomously within areas of competency to deliver high standards of treatment and follow-up care to paediatric and adult patients in emergency eye service clinics and associated clinics to the agreed level of competency.
- Autonomously assesses, plans, implements and monitors response to care, treatment, advice and guidance, escalating concerns outside of their scope of practice where necessary.
- The post holder independently manages own workload in clinical practice and triage, assessing priority, often based on analysis of complex facts, information, interpretation and comparison
- Where professional training permits, supply and administer medications under patient group directions (PGDs), complying with Trust policy and national guidance. Or acts as an independent prescriber autonomously communicating the requirement for the medication, route, method, duration and administration of prescribed medications including effects and side effects and risk benefit profile.
- Willingness to undertake non-medical prescribing qualification within sphere of competence, complying with the requirements of the non-medical prescribing policy and professional body guidance.
- Act as an advocate for patients, relatives, carers and colleagues with utilising your specialist knowledge to ensure safe delivery of care for patients within the speciality.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder is required to communicate effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media with Ophthalmic Consultants, Optometrists, Orthoptists, Anaesthetists, GPs and other Specialist Nurses on complex matters. Including directing staff within the wider ophthalmology team and ensuring the fair allocation of work where necessary.
- Use advanced communication skills to impart sensitive, complex and potentially distressing information to patients and carers, and provide them with advice and emotional support. Including anticipating barriers to communication and act to improve communication, including seeking the support of interpreter, language line and telecoms well provide information in an

acceptable format to all patients, recognising any difficulties and referring to other sub-specialities where appropriate.

- Communicates with a range other staff of all disciplines, acting as a specialist resource including liaison with other health care providers within and external to the Trust regarding diagnosis and treatment advice
- Supports the development of specialist multidisciplinary team services
- Provides representation on committees/working groups/ conferences as required
- Assists in the review of and disseminates new information to relevant staff.

ANALYTICAL/JUDGEMENTAL SKILLS

- On a daily basis analyses and reviews patients and situations based on complex facts, information, interpretation and comparison of possible diagnoses and a range of management options, to make independent management decisions regarding care, within their own professional competency and Trust guidelines This involves reviewing patient's results (visual acuity, intraocular pressure, imaging, bloods, microbiology results, orthoptic reports, physical and ophthalmic examination etc.) as well as requesting relevant investigations as above and referring to other health care professionals as needed i.e. optometrists, orthoptists, anaesthetists, GP's, specialist nurses and consultants.
- Determines the type of ophthalmological assessment and ancillary testing required using specialist knowledge skills and equipment, placing the appropriate orders for these on electronic systems.
- Appropriately escalates patient care to other members of the wider ophthalmic team, after appropriate information gathering, where the pathology described/examined exceeds the level of competency.
- Ensures clinical practice and developments are based on best available evidence.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will be responsible for planning and delivering clinical activities and triage as per job plan
- Responsible for organising own day to day activities and allocating tasks to the wider ophthalmology team where necessary whilst ensuring a fair delegation of work
- The post holder will be flexible to the needs of the service and department, having a willingness and understanding to cover colleague absence and leave whilst still protecting the development of the team
- Liaise with staff in the wider ophthalmic team discuss governance issues and have an active role in clinical governance.
- Actively and positively participate in service and departmental meetings to aid service delivery and improve service.
- Where professional training permits, carries out Optometry and/or Orthoptic and/or other ophthalmic clinics as appropriate and as per timetabled service requirements.
- Coordinate the evaluation of clinical practice in relation to its evidence base and clinical effectiveness and proposes changes to practice accordingly

PATIENT/CLIENT CARE

- Assesses and implements practitioner programmes of care for adults and paediatrics in the specialism of emergency eye care, arranging an ordering appropriate investigations, imaging, medications and follow-up care. Including innovative ways of working where patients are young in age or unable to be examined using a static slit-lamp biomicroscope.
- Provides sound specialist advice based on theory, knowledge, skill and experience to patients and their families/carers, staff of all disciplines and students.
- Develops and disseminates specialist programmes of care based on best evidence to ensure safe and effective ophthalmic provision.
- Effectively communicates through verbal, written and electronic forms of communication with patients and healthcare providers to ensure specialist information is clear and understood by those involved in the patient care.

POLICY/SERVICE DEVELOPMENT

- The post holder will develop and maintain policies, guidelines, PGDs and procedures based on best evidence, specialist knowledge and underpinned by theory, within the department relevant to practice.
- The post holder will be required to implement policies and service changes.
- They will be involved in implementing policy changes contributing to policies and developing policies with their skills knowledge.
- Actively participate in clinical development sessions, teaching and service development, suggesting ways to achieve goals and improve service delivery.
- The post holder is responsible for contributing to the maintenance of stock levels, provision and maintenance of equipment, writing of service associated policies, guidelines and maintaining standards with Ophthalmology.

FINANCIAL/PHYSICAL RESOURCES

- Awareness of budgetary limitations and provides highest quality practitioner service within those confines.
- Has a personal duty of care in relation to equipment and resources
- Stock monitoring, provision and rotation will form part of the role, though the responsibility for ordering does not lie with this role.

HUMAN RESOURCES

- Provides teaching in practice to other staff and students through clinical supervision/facilitation as appropriate.
- Acts as a positive role model for other staff and students, working to Trust Values and Behaviours and codes of professional conduct.
- Teaches patients and their families/carers about managing own condition
- Provides learning opportunities for a variety of pre and post graduate learners
- Attends, participates and carries out internal and external teaching
- Offers practical and educational support for externally based Health Care Professionals to consolidate their learning experiences.
- Maintain responsibility for own professional and specialist development and registration
- Participate in regular performance appraisal +/- associated staff as required.
- Use reflection to identify and prioritise education/development needs.
- Pursue an on-going programme of professional education/development relevant to the specialty.
- Attend associated regional/national meetings and conferences when possible.
- Undertake any training required in order to maintain competency including essential training i.e. infection control, fire, moving and handling, resuscitation. Including where appropriate, Immediate Life Support.

INFORMATION RESOURCES

- Participation in the production and presentation of reports/internal audits as required
- Responsible for maintaining up to date accurate and comprehensive paper and electronic records and ensuring that all records are completed to an agreed standard and in a timely manner.

RESEARCH AND DEVELOPMENT

- The post holder will identify possible areas of audit, coordinate evaluation, implement and present outcomes at clinical governance as part of their clinical role.
- Ensures that own clinical practice and development and that of others is based on best evidence
- Assists in the review and implementation of departmental policies, guidelines, PGDs and procedures and disseminates as appropriate.
- Ensures line manager is aware of any concerns regarding the quality of service provided and does so in a constructive manner.

- Provides education, training, clinical supervision and facilitation for a range of staff including students and associated internal and external staff within the emergency and primary care setting as appropriate.

PHYSICAL SKILLS

- Uses highly developed ophthalmic examination skills, requiring a high degree of accuracy, and the manipulation of fine tools and materials, e.g. hypodermic needles, pH paper, indirect ophthalmoscopy, hand-held slit-lamp, RAPD testing, contact lenses and eyelid retractors, with a narrow margin for error.
- Physically able and competent in the use of slit-lamp biomicroscope for anterior and basic posterior eye examination.
- Peripatetic as appropriate and where service demands.
- Where registration allows, carries out clinical nursing skills such as venepuncture, cannulation and administration of medications via various routes of administration including intravenous administration.
- Able to appropriately set-up and administer irrigation as required for chemical eye injuries with the use of retraction as appropriate.
- Use of ophthalmic instrumentation for measurement purposes e.g. visual acuity testing, tonometry, fitting of contact lens
- Able to manage telephone calls and face to face history taking whilst carrying out high speed typing and recording of the information provided.

PHYSICAL EFFORT

- The post holder will sit in a restricted position when performing examinations, which can be multiple times during a clinic.
- The post holder will need to stand for long periods of time on a daily basis.
- The post holder will need to sit at a slit lamp for short periods of time during clinic sessions.
- The post holder will be required to use the telephone multiple times a day whilst simultaneously using electronic devices.
- Multiple times a day the post holder will be expected to manoeuvre a slit-lamp into and out of position to enable patient examination, including pushing and pulling.
- Undertakes and/or teaches highly developed clinical procedures that require a high degree of accuracy and dexterity including slit lamp examination and basic fundus examination.
- Able to assist patients in the clinical setting as required, such as the pushing of wheelchairs, and assisting with transferring, manual handling equipment e.g. turn table/ scoop
- Uses appropriate manual handling equipment and stays up to date with training requirements as per Trust mandatory trainings requirements.

MENTAL EFFORT

- There is a frequent daily requirement for concentration and complex analysis of data in clinical and virtual consultation.
- Due to the nature of the role and emergency eye care the work pattern may be unpredictable in nature.
- A high degree of concentration is required by the post holder daily when carrying out specialist documentation, clinical procedures and letter writing.
- The post holder will require the ability to manage frequent interruptions from other members of staff during clinics and virtual triage.
- Ability to manage unpredictable client behaviour and emergency situations

EMOTIONAL EFFORT

- Frequent daily exposure to distressing and emotional circumstances and in the imparting of unwelcome news e.g. loss of sight, life-changing diagnosis, vision falling below driving standard, the need for continued medical or surgical intervention.
- Daily management of patients with sight threatening conditions.

- Occasional emotional effort will be required where patients, both adult and paediatric require the input of other specialists or agencies, such as police / safeguarding.

WORKING CONDITIONS

- Prolonged VDU use and telephone use daily
- Daily exposure to bodily fluids, such as tears, blood and vomit, occasional urine and faeces, lice, unpleasant body odours.
- Ophthalmic examination often requires very close face to face examination of patients at less than 30cm.
- Due to the nature of emergency eye care and the distress this can cause patients, there can be often exposure to verbal aggression, and infectious diseases such as herpes zoster and bacterial conjunctivitis.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Emergency Eye Service Practitioner
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> Registered Nurse, Optometrist, Orthoptist or Paramedic Registered with eye care governing body (NMC/GOC/HPCP) Evidence of post-graduate study or equivalent demonstrable experience in ophthalmology Bachelor's degree in health-related subject or equivalent academic experience Teaching and mentoring qualification or equivalent experience Independent/supplementary prescribing qualification or be able to work under a PGD 	E E E E E E	D
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> Anterior slit lamp skills and ophthalmic test interpretation skills Specialist history taking skills to guide decision making Excellent verbal and written communication skills Ability to manage own case/workload Ability to lead other clinical staff Ability to review the performance and development of other staff Ability to participate in research and audit activity Ability to implement and manage changes to practice successfully Computer literacy 	E E E E E	D D D D
EXPERIENCE		
<ul style="list-style-type: none"> Relevant Ophthalmic post registration experience at band 5 or equivalent in Ophthalmology or community optometry Telephone triage experience Experience of multi-professional working Experience of teaching in practice and clinical supervision Ability to support and influence change 	E E E E	D
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> Able to work as a team member Highly motivated and enthusiastic Takes responsibility for own professional development Demonstrates enthusiasm whilst recognising own limitations 	E E E E	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. 	E	D

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y	R			
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		O		
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	R			
Respiratory sensitisers (e.g isocyanates)	Y	R			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				F
Animals	Y		O		
Cytotoxic drugs	Y	R			
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	Y	R			
Dusty environment (>4mg/m3)	Y	R			
Noise (over 80dBA)	Y	R			
Hand held vibration tools (=>2.5 m/s2)	Y	R			
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				F
Heavy manual handling (>10kg)	Y			M	
Driving	Y			M	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				F
Mental Effort	Y				F
Emotional Effort	Y				F
Working in isolation	Y				F
Challenging behaviour	Y			M	