

JOB DESCRIPTION

JOB DETAILS	
Job Title	Enhanced Emergency Nurse Practitioner
Reports to	Lead Nurse Practitioner
Band	Band 7
Department/Directorate	Exmouth Minor Injuries Unit – Medicine Division

JOB PURPOSE
<p>To work as an autonomous, independent practitioner. To provide a holistic approach to individuals including: assessment, diagnosis, treatment and safe discharge and referral to other agencies if necessary.</p> <p>The post-holder is responsible for his/her own workload within the designated clinical area; for the assessment and treatment of patients on a day to day basis; and to deputise for and support the clinical manager in his/her absence.</p> <p>The post holder will be expected to play a proactive role in quality and service improvement and working closely with the Clinical Nurse Manager & Clinical Matron. The post-holder will be responsible for the monitoring and auditing of clinical standards of care within the defined area.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • The Practitioner will use specialist knowledge and skills to autonomously provide healthcare to patients (both adult and paediatric) presenting with primary care conditions. The Practitioner is accountable for the total episode of care of the patient including assessment, diagnosis, treatment and/or referral and discharge. The Practitioner will undertake the role in accordance with Trust and department guidelines. This includes acting as an expert resource for the team to support them in the delivery of effective care. • S/he will provide and receive sensitive / highly sensitive, complex or contentious information to/from patients, their relatives and members of the public with empathy and reassurance. • S/he will act as a teacher and mentor for all grades of staff, especially trainee practitioners, and will work with other staff and agencies to promote the Practitioner service. • S/he will be responsible for ensuring a good working environment in which all patients and carers receive a high standard of care. It will mean that s/he leads by example and empowers staff in their personal and professional development to undertake a greater range of clinical skills to modernise and improve patient care, including updates of essential training. • S/he will be aware of child and adult protection issues and appropriate referral procedures acting on them when necessary. • S/he will be expected to work closely with the Senior Nurse, Lead Clinician and Clinical Services Manager in playing a proactive role in quality and service improvement and will assist in the monitoring and auditing of clinical standards of care within the defined area. • S/he will work with the local provider in delivering out of hours primary care services in Exeter • As part of the trainee programme, the post holder will be working towards completion of a recognised advanced practice masters and working towards being able to: demonstrate clinical leadership; be accountable for episodes of care; be involved with service improvement; shift lead and act as a supervisor; demonstrate critical thinking; work autonomously with minimal supervision; monitor risk; demonstrate evidence-based practice; promote health; evaluate and audit; demonstrate innovation in practice; promote staff development; demonstrate advanced

health care assessment; autonomously utilise NMP qualification and demonstrate very high standards of care.

KEY WORKING RELATIONSHIPS

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 and the public.

This will include verbal, written and electronic media.

Directorate:

**Assistant Director of Nursing
Senior Nurse for RD&E ED
Specialist Nurses**

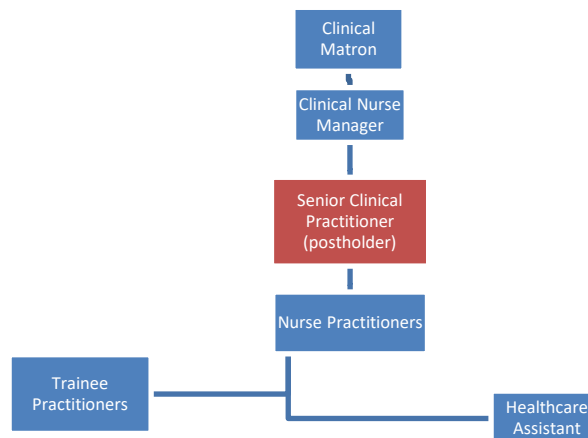
Clinical Area:

**Lead Practitioner, Consultants, Matrons,
ED/Other team leaders, Nursing Staff/Support Staff**

Multidisciplinary Team:

**Clinical Staff
Devon Doctors Out of Hours
All functional managers – paramedical and
Support services**

ORGANISATIONAL CHART



FREEDOM TO ACT

- Post holder makes decisions autonomously, within local and national policies such as NICE guidelines, North and East Devon formulary and RD&E Emergency Department guidelines.
- Post holder decides how results are best achieved and work within own scope of practice.

COMMUNICATION/RELATIONSHIP SKILLS

- Act as a role model, employ professional behaviour that encourages and wherever possible coaches other team members to challenge their current competencies.
- Proactively seek feedback from patients and their families during their attendance to rehabilitation on the standard of care they have received.
- Provide and receive complex and sensitive information, in accordance with information governance procedures, and in a professional and competent manner.
- Create action plans for areas of risk and poor performance, respond to DATIX incidents and complaints.
- Participate in the resolving of complaints and issues at a local level in partnership with patients, carers, their family and other health care professionals.
- Assist in the co-ordinating of mentorship for any new learner nurses.
- The post holder will need to demonstrate excellent communication skills such as empathetic, motivational and persuasive skills - especially when dealing with patients who find it difficult to accept or understand their diagnosis.

- The post holder will maintain links with local and national charities and self-help groups and make these services known to patients.
- To demonstrate politeness, courtesy and sensitivity in dealing with patients, clients, visitors, relatives and colleagues, maintaining good customer relations.
- Develop communications networks to enhance and support the patient experience.
- Upholding Trust's shared values; promoting the corporate image of the Trust to all individuals, groups and organisations both within the Trust and to the community at large.
- Communicate any alterations in service to the wider trust, ICS and relevant stakeholders.

ANALYTICAL/JUDGEMENTAL SKILLS

- Use advanced analytical and judgement skills within the diagnostic process and with reference to evidence-based practice to ensure safe delivery of care.
- Consider often complex health, social and psychological needs of the patient in an effort to plan and implement appropriate care to assist recovery.
- Using assessment skills as well as clinical knowledge and judgement to determine when to seek specialist support and/or advice.
- Accountable for entire episodes of care
- Autonomy with minimal supervision
- Autonomous decisions and diagnoses
- High standards of exemplary practice
- Identify own personal development needs

PLANNING/ORGANISATIONAL SKILLS

- Creation and monitoring of appropriate policies, protocols and standards for the service.
- Receive and make referrals, ensuring they are appropriate.
- Develop business continuity plans.
- Work in collaboration with other agencies, including voluntary organizations and charities to enable to provision of support, resources, training and development of the service.
- Attend meetings relevant to the development of the service and assist in the implementation of the NICE guidance.
- Maintain up to date knowledge of contemporary themes and evidence in Minor Injuries & Illnesses, anticipating any future need for service changes.
- Lead on projects relevant to the service as required.
- Work with the Lead Nurse, Clinical Lead and Clinical Matron to ensure that appropriate equipment and resources are available and appropriately maintained.
- Manage the flow of patients within clinical areas.

PATIENT/CLIENT CARE

- Promote and provide services in the treatment of patients presenting with minor illness and injuries with specialist knowledge and skills, ensuring the delivery of high-quality care.
- Undertake holistic assessment and consultation of patients, including diagnosis, treatment and formulation of management plans, making use of the clinical support systems and working within agreed local and national guidelines.
- Use effective communication and advanced listening skills with patients and their carers, including provisions of patient education, emotional support and opportunistic health promotion where appropriate.
- To be professionally and legally accountable for all aspects of own work, including the management of the patient case load and to organise efficiently with regard to clinical priorities and use of time.
- To have a high level of autonomy when managing patients with conditions and be responsible for providing assessment and treatment plans for patients with these conditions.
- Ordering tests such as echocardiogram, bloods, ECG and heart monitors and ensuring that results are acted upon accordingly.

- Non-medical prescribing qualification to be used when accompanied by the necessary treatment guidance and in accordance with other local non-medical prescribing policies.
- Discuss with patient and carers outcome of treatment and prognosis and offer shared decision making.
- Ensure that nursing documentation is maintained to the Nursing and Midwifery Council (NMC) and Trust standard (including electronic records) and implement audits of records to measure and evaluate care planning.
- To act as patient advocate in line with the NHS plan and to actively apply in depth knowledge of holistic, socio-economic and cultural aspects of the care to clients within your specific speciality, acting as a role model and resource for patients, relatives and staff.
- Provide information and support to relatives/carers as appropriate, in line with service procedures and protocols.
- Ensure that all team members are suitably competent and qualified to complete the tasks required of their role.

POLICY/SERVICE DEVELOPMENT

- Comply with all local policies, procedures and guidelines.
- Contribute to the formulation of new policies and protocols relevant to the area of practice, which could impact beyond own area of work, such as developing PGDs to be implemented within the Walk in Centre, Minor Injury Unit and ED.
- Have an excellent working knowledge of national and local standards and monitor own and others quality of practice as appropriate.
- Assess and manage clinical risk within all relevant work areas.
- Comply with the Trust's policies on equal opportunities.
- Responsible for the health & safety and welfare of self and others; ensuring compliance with health & safety regulations.
- Involvement in risk management and mitigation.
- Promote user involvement in the planning and evaluation of the service, establishing links with relevant support groups and charities.

FINANCIAL/PHYSICAL RESOURCES

- Be responsible for effective and efficient use of resources.
- Responsibility for ensuring stock levels are maintained through appropriate purchasing.
- Ensure that any equipment, furniture or building in need of repair is reported to the correct authority using recognised means.
- Be able to report incidents and produce action plans.
- In conjunction with line manager identify, analyse and discuss cost pressures and financial constraints in a timely manner.
- Ensuring cost effective and safe staffing levels; and the rostering of staff thereafter.

HUMAN RESOURCES

- To train, supervise and provide education and support to more junior staff and students.
- To recruit into vacant positions within the service.
- Participate in and promote clinical supervision to develop high standards of practice.
- Maintain and develop current knowledge of evidence-based practice in the area, developing specialist knowledge of that particular condition and patient type.
- Responsible for provision of training, support and mentorship for all colleagues as required.
- Participation in teaching programmes.
- Often responsible for day to day management of nurse practitioners and trainee nurse practitioners.
- Participate in annual appraisal and identify own training needs in conjunction with clinical manager.

- To take part in clinical supervision through attendance at staff meetings, tutorials, training sessions, external course and reflective practice.
- Continue to develop leadership and management skills.
- Continue to develop evidence-based practice, research and audit.

INFORMATION RESOURCES

- Record and maintain full and accurate electronic records on MyCare.
- Comply with Data Protection Act.
- Document all relevant information regarding patients in keeping with local policy.
- Maintain confidentiality at all times in line with information governance policy.

RESEARCH AND DEVELOPMENT

- Ensure care is research and evidence based
- Undertake evidence-based projects and develop improvements to service delivery and clinical practice, making recommendations for change to the departmental manager.
- Undertake the measurement and evaluation of your work and current practices through the use of evidence-based practice projects, audit and outcome measures, either individually or with more senior colleagues.
- Be actively involved in professional clinical groups, Peer Review Groups and other professional development activities.
- The post holder will show evidence of accessing clinical supervision for clinical and professional issues
- Challenge existing practice and act as a change agent in the clinical environment.
- Work collaboratively with staff and managers to assess and evaluate practice.
- Promote and participate in clinical governance issues, including audit and quality initiatives.

PHYSICAL SKILLS

- Use of visual display screen equipment.
- Routine procedures such as venepuncture, wound closure and advanced assessment skills, where accuracy is key.

PHYSICAL EFFORT

- Requirement to sit for extended periods of time whilst seeing patients, typing at a keyboard to input their notes.
- Requirement to bend/kneel when presenting injury necessitates; often as a result of injuries to feet, ankles or lower legs.
- There is occasional requirement for light physical effort for short periods, eg moving wheelchairs, Healthcare equipment and furniture. .
- There is an occasional requirement to travel to other Trust sites and external venues to attend meetings.

MENTAL EFFORT

- Frequent requirement for concentration on patient assessments.
- Frequent requirement for concentration on administering of correct type and quantity of drugs.
- Read, decipher & interpret patient information.
- Frequent mental effort in assessment and treatment programmes
- Identify strategies to motivate patients to comply with their treatment plan
- Rare occurrences of emergency situations requiring all staff attention to be turned toward the emergency at hand.

EMOTIONAL EFFORT

- Regular dealing of challenging behaviour from patients.
- Occasional exposure to highly distressing or emotional circumstances of patients; such as stories of abuse, self-harm, addiction and so on.

WORKING CONDITIONS

- Occasional aggressive behaviour by patients; often necessitating de-escalation techniques.
- Occasional exposure to unpleasant conditions such as bodily fluids, dust, noise, body odours
- Located within an area of deprivation, frequented by people whom can be inebriated and/or intoxicated.

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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Senior Nurse Practitioner
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Requirements	At Recruitment	1 st PDR or (award of) increment
QUALIFICATION/ SPECIAL TRAINING		
Registered Nurse/Paramedic	E	E
Working towards MSc in Advanced Healthcare Practice	D	E
Master's level Minor Injury & Minor Illness or Physical Assessment Course or equivalent experience	E	E
Master's level Physical Assessment & Clinical Reasoning/Clinical Decision Making Course or equivalent experience	E	E
Non-medical Prescribing Qualification	E	E
ILS/PILS	E	E
Teaching Qualification	D	E
KNOWLEDGE/SKILLS		
Good decision making skills	E	E
Excellent clinical knowledge, skills and confidence in minor illness and minor injury	E	E
Ability to apply research findings and support evidence based practice	E	E
Proficient IT skills	E	E
Excellent Communication Skills	E	E
Able to work autonomously	E	E
EXPERIENCE		
Extensive post registration experience	E	E
Demonstrable experience of autonomous practice in an acute or primary care setting, utilising patient assessment skills	E	E
Demonstrable experience of leadership	E	E
Evidence of leading change in clinical practice	E	E
Experience of standard setting and audit	D	E
Teaching skills	E	E
PERSONAL ATTRIBUTES		
Able to work as a team member	E	E
Self-motivated to work without direct supervision	E	E
Motivated towards development of others	E	E
Able to deal with stressful situations and work under pressure	E	E
A commitment to patient centred compassionate care	E	E
Excellent interpersonal skills	E	E
Flexible and adaptable to change	E	E
Commitment to openness, honesty and integrity	E	E
OTHER REQUIREMENTS		
Motivated to maintain a professional portfolio to evidence competence in autonomous practice	E	E
Successful completion of a Clinical Competency Assessment	E	E

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