

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Emergency Ophthalmic Practitioner
Reports to	Head of Ophthalmic Emergency Services
Band	Band 7 – subject to consistency checking
Department/Directorate	Emergency Eye Service, West of England Eye Unit - Surgical Services Division

JOB PURPOSE

- Undertakes ophthalmic telephone & referral triage, following patient assessment and categorising guidelines in line with NICE guidance and agreed local protocol for ophthalmic conditions
- Assess patients, plans and implements care, provides specialist advice and maintains associated records for patients with anterior and posterior eye conditions.
- Participates in emergency eye clinics alongside the junior ophthalmologists.
- Sets, monitors and evaluates 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.
- Supports the identification of the future needs of Emergency Ophthalmology Practitioner Services and takes an active part in planning future developments that support excellent patient care and service delivery.
- Provides education and training to a range of health care professionals.
- Leads clinical audits where appropriate.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Participates in telephone and e-referral assessment within the designated WEEU triage area
- Assesses, develops and implements specialist practitioner programmes of care.
- Reviews patients and situations independently and makes independent management decisions regarding care and further review within their own professional competency and Trust guidelines.
- Able to work independently and autonomously, recognising personal and Professional limitations and refers to a more experienced staff member (e.g. Nurse/Practitioner Consultant, Optometrist, Orthoptist) or senior medical colleague when required.
- Provides highly developed specialist advice to patients and their families/carers, staff of all disciplines and students
- Communicates with a range other staff of all disciplines, acting as a highly specialist resource including liaison with other health care providers within the Trust regarding diagnosis and treatment advice
- Undertakes and/or teaches clinical procedures that require dexterity and accuracy including slit lamp examination and fundoscopy.
- Where professional training permits, undertakes non-medical prescribing within sphere of competence. Complying with the requirements of the non-medical prescribing policy and professional body guidance.
- Where professional training permits, carries out Optometry and/or Orthoptic clinics as appropriate and as per timetabled service requirements.
- Participate in extended role clinics subject to appropriate training.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

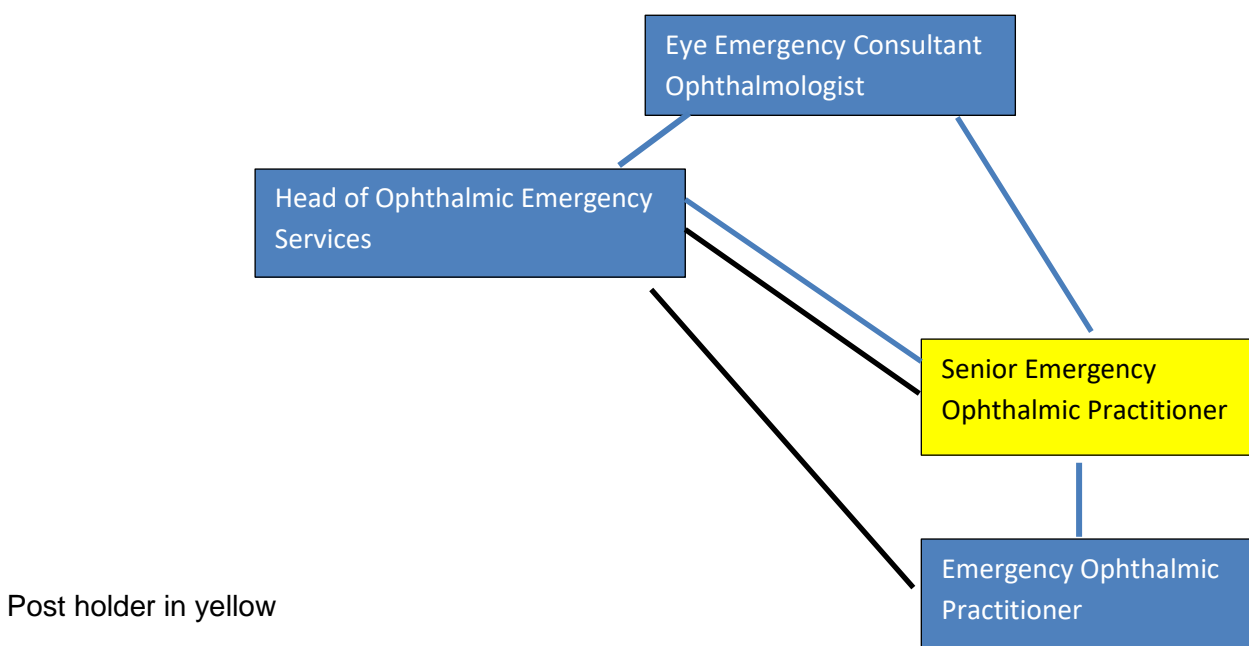
The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis and act as an advanced source of specialist skill and knowledge.

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 (not an exhaustive list):

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 / Operational Management 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. • Ophthalmology staff of all grades from external Trusts • National and local voluntary organisations, charities and volunteers • Police, prison officers and other emergency service staff

ORGANISATIONAL CHART



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Black line represents managerial responsibility and accountability.
Blue line represents clinical reporting responsibility.

FREEDOM TO ACT

- The post holder will act autonomously within areas of specialist competency to deliver the highest standards of practitioner led specialist and complex, treatment and follow-up care to paediatric and adult patients in emergency eye service clinics and virtual triage and associated clinics to an agreed advanced level of competency.
- Autonomously assesses complex specialist information, plans, implements and monitors response to care, treatment, advice and guidance.
- The post holder has clinical responsibility for practitioner-led care in the emergency eye service, providing clinical supervision for the team on a daily basis and will frequently have cases escalated to them for advice and clinical input from the Specialist Emergency Ophthalmic Practitioners or other junior members of staff
- Escalates cases to the ophthalmologists for input when surgical intervention may be ambiguous, or if there are very complex cases which require further guidance
- Practises 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
- The post holder guides the team when clinical uncertainty arises, and occasionally aids the head of department in interpreting national guidelines for local implementation e.g. NICE guidelines, College of Optometry clinical management guidelines, and recommendations from the Royal College of Ophthalmologists
- Liaises with staff in the wider ophthalmic team discussing governance issues and having an active role in clinical governance as and when appropriate. Leading in the review of and dissemination new specialist field information to relevant staff e.g. patient information leaflets and PGD updates, specialism related audit and research.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder is required to frequently 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 stake holders such as Ophthalmologists, Optometrists, Orthoptists, GPs, Surgical and Medical Doctors (all grades) and other Specialists on highly complex specialist matters.
- The post holder receives from, and provides to, patients and their relatives, complex and sensitive information with empathy and reassurance. For example, they discuss the implications of acute or progressive sight loss.
- The post holder provides and receives complex condition related information through multiple media. Often this is highly sensitive in nature requiring developed skills to overcome barriers (e.g. learning difficulties, high anxiety) to acceptance using high level interpersonal and communication skills.
- Daily uses advanced communication skills to empathetically impart frequent very sensitive, complex and potentially distressing and emotive condition related information to patients and carers. Providing advice, emotional support, reassurance and sign-posting / referral e.g. Sight Support Services / charity organisations. This includes information about potentially sight and / or life-threatening conditions, requiring a high level of empathy.
- Anticipates barriers to communication and acts to improve communication, including altering their examination technique where possible, seeking the support learning disability practitioners, interpreters, language line and telecoms as well as providing 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 daily, acting as a highly specialist resource including liaison and advising other health care providers within and external to the Trust regarding diagnosis and specialist treatment advice.
- Provides representation on committees / working groups / conferences as required.
- Presents advanced specialist information to large groups of people such as ED staff, GPs, or other specialists for education and professional development purposes in the realm of emergency eye care
- Actively and positively participates in sub-speciality meetings to aid service delivery, future planning, and service development of the Emergency Eye Service alongside the Head(s) of Department

ANALYTICAL/JUDGEMENTAL SKILLS

- To make patient-centred judgements on management in the presence of uncertainty (e.g. Patients unable to co-operate fully in clinical assessments)
- Specialist clinical examinations will be comprehensive, acting within guidance from national recommendations to aid in the management of complex cases.
- To analyse, interpret and act upon complex multifactorial patient-related information, in order to determine the most appropriate action where multiple clinical management options exist (e.g. managing a patient with acute high IOP: Treatment via Laser PI or oral/topical, via singular or dual medication therapy)
- To make operational judgements regarding the running of daily clinics to ensure patients are seen in a timely and safe manner, by the correct professionals, balancing operational pressures in multiple departments (e.g. ED, ward, WEEU)
- To manage specialist clinical conditions where professional differences of opinion may occur e.g. the use of bandage contact lenses
- Recognises when specialist investigative tests are required and orders these (e.g. ophthalmic imaging, bloods, CT/MRI/X-ray)
- Participate in extended role clinics subject to appropriate training

PLANNING/ORGANISATIONAL SKILLS

- Responsible for organising own workload and supervising the workload of less experienced specialist practitioners within the requirements of the specialist team activities and work plan
- Carries out extended role sub-speciality Ophthalmology clinics as professional registration permits and appropriate as per timetabled service requirements
- Responsible for co-ordination of complex inter-professional multidisciplinary examinations both within WEEU and in other departments, which will impact other staff and departments e.g. ED, recovery, stroke, paediatric assessment unit.
- Directs and coordinates multi-disciplinary staff within the wider ophthalmology team ensuring the fair allocation of work where necessary.
- In rotation with other post holders to manage day to day operational issues, in the absence of the Head(s) of Department.

PATIENT/CLIENT CARE

- Provides daily face-to-face and virtual assessment, planning and delivery of highly specialised emergency eye care for adult and paediatric patients, including complex care packages informed by advanced ophthalmic and systemic investigations, patient history, social factors and preferences. Uses advanced and innovative examination techniques across multiple clinical settings.
- Educates patients and families/carers in the management of specialist ophthalmic conditions, delivering complex information with empathy and addressing communication barriers.

- Delivers advanced advice and guidance to emergency eye care clinicians, other ophthalmic sub-specialties and external professionals to support complex management decisions for patients not physically present.
- Issues FIT notes in line with legislation and professional registration, completing required training.
- Develops and disseminates specialised evidence-based programmes of care, contributing to clinical improvement and education across ophthalmic services.
- Advocates for patients, carers and colleagues, using specialist expertise to support safe care delivery and service development.

POLICY/SERVICE DEVELOPMENT

- The post holder will contribute to the development and maintenance of local protocols, policies, guidelines, Patient Group Directions and procedures as required, guided by national guidance, best evidence and specialist knowledge, underpinned by theory. Contributing to service change where appropriate which may impact on other disciplines and departments both within the wider eye unit and the greater hospital, and external referrers e.g. GP practices and optometrists. Contributing to Governance as necessary
- Recommends, contribute, develops and presents advanced specialist clinical development sessions, teaching, supervision and service development, appraising and suggesting ways to achieve goals and improve service delivery and maintain standards within Ophthalmology. This may take place locally or through presentation and teaching to large groups, often covering highly sensitive issues, highly advanced specialist ophthalmic conditions and associated systemic conditions
- Coordinates and occasionally leads the evaluation of clinical practice in relation to its evidence base and clinical effectiveness and presenting and proposing changes to practice accordingly

FINANCIAL/PHYSICAL RESOURCES

- Awareness of budgetary limitations
- Has a personal duty of care in relation to specialist equipment and resources, monitors the provision, supply and maintenance of EES speciality ophthalmic equipment throughout the Trust (Eastern), monitoring its safe use and efficacy
- Stock monitoring, provision, rotation and ordering of specialist equipment e.g. scrape plates, and the delegation of ordering stock will form part of the role

HUMAN RESOURCES

- Regularly provides, leads and participates in specialist training and education regarding emergency eye care and other relevant sub-speciality topics to a range of pre and post graduate learners internal and external to the Trust such as staff, students and associated internal and external staff. Provides clinical supervision / facilitation as appropriate, in practice and through large group presentation and teaching, often covering sensitive issues, highly advanced specialist ophthalmic conditions, assessment and treatment options and associated systemic conditions
- Acts as a senior positive role model and advocate for other staff and students, working to Trust Values and Behaviours and codes of professional conduct
- Offers practical and educational support for externally based health care professionals to consolidate their specialist learning experiences e.g. providing advanced feedback on referrals to the emergency eye service, referral to sight support services / charitable organisations
- Maintain responsibility for own professional and specialist development and registration, providing supervision and highly advanced speciality training to a range of staff to aid their

professional and specialist development. Pursuing an on-going specialist advanced programme of professional education / development relevant to the speciality

- Participates in regular performance appraisal
- Uses reflection to identify and prioritise education / development needs.
- In conjunction with departmental leads, interview and supports HOD with staff appointments for the emergency eye service and other sub-specialities as necessary
- Attend associated regional / national meetings and conferences when possible
- Allocates tasks to the wider ophthalmology team where necessary whilst ensuring a fair delegation of work and coordination of multi-disciplinary groups within the speciality

INFORMATION RESOURCES

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

RESEARCH AND DEVELOPMENT

- Ensures clinical practice developments are based on best available evidence.
- Reviews and disseminates new information to relevant staff.
- Coordinate the evaluation of clinical practice in relation to its evidence base and clinical effectiveness and proposes changes to practice accordingly

PHYSICAL SKILLS

- The post holder requires highly developed accurate physical skills when using specialist ophthalmic equipment to perform highly advanced extended role skills in relation to adnexal, anterior and complex posterior emergency ophthalmic conditions. Such tasks require a very high degree of accuracy and dexterity multiple times a day. This includes the manipulation of fine tools / materials / instrumentation for performing highly advanced specialist extended role ophthalmic skills and the use of specialist ophthalmic instrumentation for measurement purposes to align with the following competency: Local competency document for Advanced Practice Assessing, Initiating and Commencing Ophthalmic Accident and Emergency Care (Adult and Paediatric)
- Typing skills are essential on a daily basis for record keeping in the electronic patient record system (EPR) during clinics and simultaneously when carrying out virtual triage.
- Peripatetic examination as appropriate and as the service demands.
- Once competent, carries out clinical skills such as venepuncture, cannulation and administration of medications via various routes including intravenous administration.

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 devises.
- 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.
- The post holder will frequently need to examine children and infants, and occasionally patients with severe learning disabilities, which can be physically challenging.

MENTAL EFFORT

- Frequent requirement for concentration to perform patient specialised care, ophthalmic examination and procedures (e.g. fundoscopy, corneal scrapes, corneal burr), where the work pattern is mostly predictable

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.
- The post holder will frequently be required to examine patients who are in significant pain, or who respond badly to treatment, e.g. ommetaphobic patients, or trypanophobic patients requiring ocular foreign body removal.
- The post holder will frequently need to examine children and infants, and occasionally patients with severe learning disabilities, which can be mentally and emotionally challenging.

WORKING CONDITIONS

- The post holder will need to use chemicals and drugs to examine and treat the eye.
- Prolonged VDU use and telephone use daily
- Daily exposure to bodily fluids, such as tears, occasional blood and vomit, occasional urine faeces, lice and 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Senior Emergency Ophthalmic Practitioner
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Relevant professional registration (e.g. NMC/GMC/GOC/HPCPC)	E	
Relevant undergraduate degree (e.g. nursing, optometry, paramedic)	E	
Relevant postgraduate qualification at Masters level or equivalent, in emergency eye care +/- relevant subspecialist area(s) of ophthalmic care or significant demonstrable experience	E	
Independent/supplementary prescribing qualification or be able to work under a PGD	E	
KNOWLEDGE/SKILLS		
Anterior and Posterior slit lamp skills and Ophthalmic test interpretation skills	E	
Ability to manage own case/workload	E	
Ability to lead other clinical staff	E	
Ability to review the performance and development of other staff	E	
Ability to lead and coordinate research and audit activity	E	
Ability to implement and manage changes to practice successfully	E	
Computer literacy	E	
EXPERIENCE		
Highly developed, extensive practical clinical knowledge, skills and experience of the anterior and posterior eye	E	
Significant specialist clinical experience managing ophthalmic conditions with high levels of ophthalmic and / or systemic morbidity	E	
Specialist clinical experience in extended role, highly advanced ophthalmic history taking, virtual triage and decision making	E	
Demonstrable experience of teaching in practise and supporting junior staff	E	
Experience of working autonomously and as part of a multidisciplinary team	E	

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Demonstrable experience in leading audit and implementing change into practice	E	
PERSONAL ATTRIBUTES		
Able to work as an effective team member	E	
Diplomatic, calm and objective	E	
Highly motivated and enthusiastic	E	
Personally and professionally mature	E	
Demonstrates enthusiasm whilst recognising own limitations	E	
Assertive, confident yet approachable	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required.	E	
Weekend and Bank Holiday working	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y			M	
Contact with patients	Y				F
Exposure Prone Procedures	N				
Blood/body fluids	Y				F
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)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y			M	
Animals (Guide/support dogs)	Y		O		
Cytotoxic drugs	Y	R			
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	Y		O		
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	Y			M	
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				F
Heavy manual handling (>10kg)	Y				F
Driving	Y		O		
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	R			
Challenging behaviour	Y			M	