

Streamside Surgery

Chronic Disease Practitioner Job description & person specification

Job Title	Chronic Disease Practitioner
Line Manager	Partner
Accountable to	Practice Manager - Administratively – Clinically
Hours per week	15 - 18hrs

Job Summary

Will be responsible for the delivery of chronic disease management. Diabetes, COPD and asthma, working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population. Must also be an independent prescriber.

Treatment Room skills such as wound care are desirable.

Mission Statement

Streamside Surgery is a happy and dynamic team serving a population of 5500 patients in Thornbury. We pride ourselves on the care we provide for patients we serve and the staff we employ.

Some of the highest patient satisfaction in South Gloucestershire.

We value our team members very highly and support individuals to development through mentorship and in house education.

We are a friendly sociable team who are eager to welcome new members.

Generic Responsibilities

All staff at Streamside Surgery have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability,

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gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme.

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Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Streamside Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Streamside Surgery, staff are required to dress appropriately for their role. clinical staff must dress in accordance with their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 22 days leave each year, and should be encouraged to take all of their leave entitlement.

Primary Responsibilities

The following are the core responsibilities of the **Chronic Disease Practitioner**. There may

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be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. Implement and evaluate individual treatment plans for chronic disease patients in line with Quality Outcomes Framework
- b. Identify, manage and support patients at risk of developing long-term conditions, preventing adverse effects on the patient's health
- c. Provide routine nursing care to patients as required in accordance with clinical based evidence, NICE and the NSF
- d. Provide wound care (ulcer /Doppler etc.) to patients
- e. Request pathology services as necessary
- f. Process pathology results as required
- g. Provide chronic disease clinics, delivering patient care as necessary, referring patients to secondary / specialist care as required
- h. Maintain accurate clinical records in conjunction with extant legislation
- i. Ensure read codes are used effectively
- j. Maintain chronic disease registers
- k. Chaperone patients where necessary
- l. Prioritise health issues and intervene appropriately
- m. Support the team in dealing with clinical emergencies
- n. Recognise, assess and refer patients presenting with mental health needs
- o. Support patients in the use of their prescribed medicines or over the counter medicines (within own scope of practice)
- p. Liaise with external services / agencies to ensure the patient is supported appropriately (vulnerable patients etc.)
- q. Delegate clinical responsibilities appropriately (ensuring safe practice and the task is within the scope of practice of the individual)
- r. Support the clinical team with all safeguarding matters, in accordance with local and national policies
- s. Understand practice and local policies for substance abuse and addictive behaviour, referring patients appropriately
- t. Deliver opportunistic health promotion where appropriate

Secondary Responsibilities

In addition to the primary responsibilities, the practice nurse may be requested to:

- a. Act as the audit lead, effectively utilising the audit cycle
- b. Monitor and ensure the safe storage, rotation and disposal of medicaments
- c. Support junior members of the nursing team, providing guidance when necessary
- d. Participate in local initiatives to enhance service delivery and patient care
- e. Support and participate in shared learning within the practice
- f. Continually review clinical practices, responding to national policies and initiatives where appropriate
- g. Participate in the review of significant and near-miss events applying a structured approach i.e. root cause analysis (RCA)

The person specification for this role is detailed overleaf.

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Person Specification – Chronic Disease Practitioner		
Qualifications	Essential	Desirable
Registered Nurse	ü	
Post graduate diploma or degree (Primary Care)		ü
Independent Prescriber	u	
Experience	Essential	Desirable
Experience of working in a primary care environment	ü	
Experience of working as a practice nurse or community nurse		ü
Experience of chronic disease management	ü	
Clinical Knowledge & Skills	Essential	Desirable
Wound Care / Removal of sutures & staples	ü	
ECG's	ü	
Venepuncture	ü	
Chaperone procedure	ü	
Requesting pathology tests and processing the results, advising patients accordingly	ü	
Diabetes	ü	
Hypertension	ü	
Asthma	ü	
Spirometry	ü	
CHD	ü	
Understands the importance of evidence based practice	ü	
Broad knowledge of clinical governance	ü	
Ability to record accurate clinical notes	ü	
Ability to work within own scope of practice and understanding when to refer to GPs	ü	
Knowledge of public health issues in the local area		ü
Awareness of issues within the wider health arena		ü
Knowledge of health promotion strategies	ü	
Understands the requirement for PGDs and associated policy	ü	
Skills	Essential	Desirable
Excellent communication skills (written and oral)	ü	
Strong IT skills	ü	
Clear, polite telephone manner	ü	
Competent in the use of Office and Outlook	ü	
EMIS	ü	
Effective time management (Planning & Organising)	ü	
Ability to work as a team member and autonomously	ü	
Good interpersonal skills	ü	
Problem solving & analytical skills	ü	
Ability to follow clinical policy and procedure	ü	
Experience with audit and able to lead audit programmes		ü
Experience with clinical risk management		ü

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Personal Qualities	Essential	Desirable
Polite and confident	ü	
Flexible and cooperative	ü	
Motivated, forward thinker	ü	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	ü	
High levels of integrity and loyalty	ü	
Sensitive and empathetic in distressing situations	ü	
Ability to work under pressure / in stressful situations	ü	
Effectively able to communicate and understand the needs of the patient	ü	
Commitment to ongoing professional development	ü	
Effectively utilises resources	ü	
Punctual and committed to supporting the team effort	ü	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	ü	
Disclosure Barring Service (DBS) check	ü	
Occupational Health Clearance	ü	
NMC registration	ü	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.