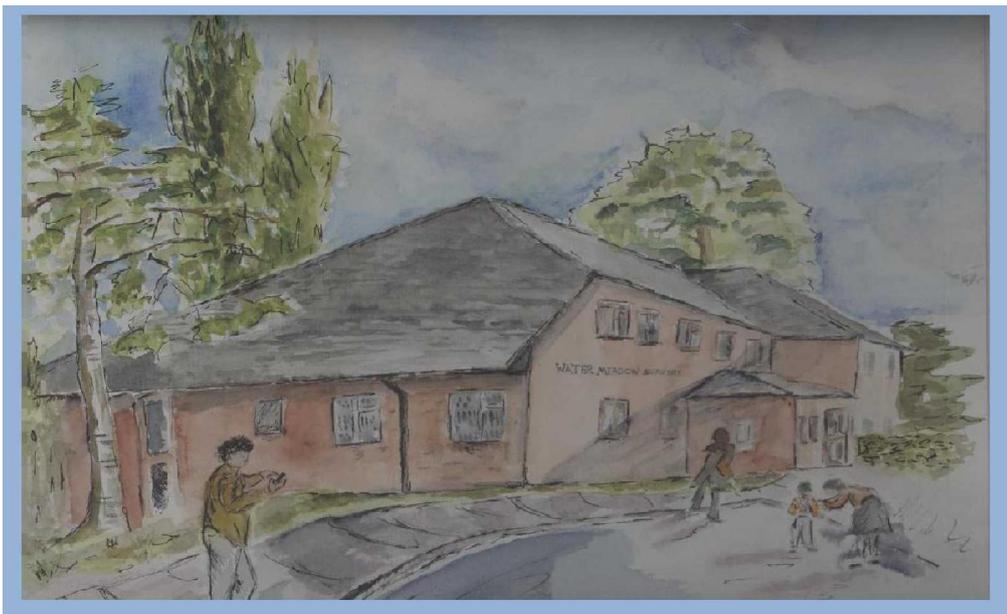


Water Meadow Surgery

Information Pack

Nurse Role January 2018



31a Red Lion Street

CHESHAM

HP5 1ET

Tel: 01494 782241

www.watermeadowsurgery.co.uk

Practice Manager: Steve Benjamin

stevebenjamin@nhs.net

Tel: 01494 774543

NURSE ROLE

- Are you looking for a new challenge?
- Would you like to provide care for your patients in a supportive and happy team?
- We are looking for an enthusiastic, motivated and flexible part-time nurse to join our team.
- Willing to consider one, two or three days a week
- We are open to applications from practice nurses, lead nurses, nurse practitioners or respiratory nurses
- You will be an integral part of a supportive and friendly team with the opportunity to develop and bring ideas for the benefit of the Practice.
- The job will involve the usual mix of practice nursing but we are particularly interested in individuals who are keen to develop (or already have) interests and skills in chronic disease management, such as asthma and COPD, although the exact job plan is negotiable.

We are keen to work with the post holder for both personal and team development.

- List size 12,500
- Training practice
- Excellent patient feedback
- High performing GMS practice with excellent QOF results
- CQC rating “good”
- SystemOne clinical system

We encourage prospective candidates to pay us an informal visit and meet the team.

For further details or to apply for this post please send your CV with a covering letter to;
Steve Benjamin, Practice Manager.

Tel: 01494 774543 or 07967313117

email : stevebenjamin@nhs.net

The attached (RCN) job description is quite broad (standard RCN stuff); this is because we want to be flexible about the person we employ. We want to make sure that you like us and we like you and therefore it may not be the most qualified person who turns out to be the right person for the job – or it might be. The specific duties and performance expectations would be discussed at interview.

Informal visits to the surgery are welcome and encouraged. Alternatively any queries via e-mail or preferably by telephone should be made to Steve Benjamin, Practice Manager

PRACTICE PROFILE

Location

The practice is located in the heart of the leafy Chilterns (an area of outstanding natural beauty). The town is served by a London Underground station on the Metropolitan Line connecting directly with central London. Access to the M4 is approximately 10 miles away.

The patient's practice list has grown steadily over the last few years from 11,000 to its present 12,400. The practice population includes a mixed of social classes with a few pockets of deprivation. The practice is part of the Chiltern Clinical Commissioning Group.

Premises

The practice is located in the purpose-built two storey health accommodation built in 1995 close to the town centre, just off Red Lion Street at the rear of The Job Centre.

There are 34 parking spaces to be shared between doctors, staff and patients. There is ample additional parking for patients in a nearby car park (200 metres). In addition the premises house a local pharmacy (Garlicks Chemist).

The ground floor of the premises consists of the reception and seven GP consulting rooms and two nurse rooms as well as the pharmacy.

The first floor is split into two distinct areas. The first houses three further consulting rooms and a waiting room, a pharmacy office, medical records and a small store room. The second area has offices for the practice manager, assistant practice manager, secretaries, general office a store room and a large meeting room.

Practice Values

Everyone in our team is committed to the care of our patients. We will always do our best to provide our patients with the care that they need. If we cannot provide that care we will refer to where the care is available and if that care is at a hospital we will offer choices where the patient wants to go. It is our desire to be the best practice in the area and we are always looking at ways we can improve our service. We aim to be courteous, caring and respectful.

THE PRACTICE TEAM

Doctors

Partners

- Dr Neil Cooper 8 sessions
- Dr Fiona Neale 5 sessions
- Dr Rosie Shotts 4 sessions
- Dr Jeff Offside 4 sessions
- Dr Alexandra Murray 5 sessions
- Dr Helen Barnett 5 sessions
- Dr Pippa Roberts 5 sessions

Salaried

- Dr Lucy Yong 6 sessions
- Dr Lotte Grant 3 sessions
- Dr Shona Lockie 4 sessions

Nurses

The doctors are supported by a small nursing team of four part-time nurses and an HCA .

- Nurse Louise Pearce 5 sessions (Diabetes Lead Nurse)
- Nurse Linda Hackett 4 sessions
- Nurse Sarah Eady 4 sessions

- Naseem Kiani (HCA 5 sessions (mornings) – training to be a nurse

Administration

Steve Benjamin is the Practice Manager and the rest of the team includes an assistant practice manager, a prescription clerk, two admin clerks, seven part-time receptionists and two part-time secretaries.

Computing and Information Technology

The practice uses **SystemOne** clinical computer system.

Training

Three of the partners are trainers

- Dr Neil Cooper
- Dr Fiona Neale
- Dr Helen Barnett

Patient Participation Group

The practice has a virtual patient participation group, although it has met on one occasion recently. It is made up of 24 members of the practice.

Nursing Services to Patients

In addition to essential general medical services, the following services are provided on site;

- Asthma Nurse Jackie Edmonds
- Baby immunisation clinic Tuesday lunchtimes
- Cervical smears
- Child health and immunisation services
- Contraception advice
- COPD (Nurse Jackie Edmonds)
- Diabetic (Nurse Louise Pearce)
- ECGs
- NHS health checks
- Smoking cessation
- Travel advice and vaccinations
- Wound dressing

- IUCD fits and implants performed by doctors

Job Description - General Practice Nurse

Title: General Practice Nurse (GPN)

Grading: to be agreed dependant on experience, qualifications and agreed job role

Hours of duty: to be agreed

Clinically responsible to: Dr Shona Lockie

Accountable to: Practice Manager

Job summary

The post holder is responsible for the delivery of basic practice nursing services care to the practice population. They will deliver care within the boundaries of their role, focusing upon supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities. They will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing nurse leadership as required.

Key responsibilities

Clinical practice

- Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being
- Implement and evaluate individual treatment plans for patients with a known long-term condition
- Identify, and manage as appropriate, treatment plans for patients at risk of developing a long-term condition
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Support patients to adopt health promotion strategies that encourage patients to live healthily, and apply principles of self-care
- Deliver opportunistic health promotion using opportunities such as new-patient medicals
- Provide information and advice on prescribed or over-the-counter medication on medication regimens, side effects and interactions
- Support patients to adopt health promotion strategies that promote patients to live healthily, and encourage principles of self-care
- Assess and care for patients presenting with uncomplicated wounds
- Support and advise women requesting information relating to family planning needs
- Support and manage health needs of women presenting for cervical cytology consultations
- Recognise, assess and refer patients presenting with mental health needs in accordance with the National Framework (NSF) for Mental Health
- Implement and participate in vaccination and immunisation programmes for both adults and children
- Advise, support and, where appropriate, administer vaccinations for patients travelling abroad
- Promote and deliver evidence-based care for patients presenting with aural conditions
- Assist senior practitioners in providing minor-surgery sessions

Communication

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate with and support patients who are receiving 'bad news'

- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Utilise communication skills to support patients to adhere to prescribed treatment regimens
- Anticipate barriers to communication and take action to improve communication
- Estimate and maintain effective communication with individuals and groups within the practice environment external stakeholders
- Act as an advocate when representing the patients' and colleagues' viewpoints to others

Delivering a quality service

- Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery Council (NMC)
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to the NSF and the National Institute for Clinical Excellence (NICE) guidelines and evidence-based care
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
- Participate in the maintenance of quality governance systems and processes across the organisation and its activities
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other clinical teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Evaluate the patients' response to health care provision and the effectiveness of care
- Support and participate in shared learning across the practice and wider organisation
- Participate in the management, review and identify learning from patient complaints, clinical incidents and near-miss events utilising a structured framework (eg root-cause analysis)
- Participate in the performance monitoring review of the team, providing feedback as appropriate
- Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate

Team working

- Understand own role and scope in the organisation and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery Participate in team activities that create opportunities to improve patient care
- Participate in and support local projects as agreed with the practice management team

Management of risk

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Ensure safe storage, rotation and disposal of vaccines and drugs is undertaken. Where appropriate, oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements
- Undertake mandatory and statutory training
- Apply infection control measures within the practice according to local and national guidelines
- Apply policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all
- Participate in the local implementation strategies that are aligned to the values and culture of general practice

Utilising information

- Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information
- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
- Manage information searches using the internet and local library databases, for example, the retrieval of relevant information for patients on their condition
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act
- Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care

Learning and development

- Act as mentor to students, assessing competence against set standards as requested and if appropriately qualified
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
- Assess own learning needs and undertake learning as appropriate
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

Equality and diversity

- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Support people who need assistance in exercising their rights
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers, participate in care and refuse care. Assist patients from marginalised groups to access quality care

Person specification

Criteria	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of needs of patients with long-term conditions • Aware of accountability of own role and other roles in a nurse led service • Knowledge of health promotion strategies • Awareness of clinical governance issues in primary care • Knowledge of patient group directions and associated policy 	<ul style="list-style-type: none"> • Ability to identify determinants on health in the local area • Knowledge of public health issues in the local area • Awareness of local and national health policy • Awareness of issues within the wider health economy
Skills	<ul style="list-style-type: none"> • Clinical skills – cervical cytology, immunisation and vaccination, ear care • Change-management skills and ability to support patients to change lifestyle • Communication skills, both written and verbal • Ability to communicate difficult messages to patients and families • Negotiation and conflict management skills IT skills 	<ul style="list-style-type: none"> • Uses initiative • Gets on well with people at all levels
Qualifications	<ul style="list-style-type: none"> • Ability to work core hours • Flexibility for cover 	<ul style="list-style-type: none"> • Membership of a professional body
Other	<ul style="list-style-type: none"> • Flexibility • Enthusiasm • Team player 	<ul style="list-style-type: none"> • Positive role model