

JOB DESCRIPTION

Title:	Paramedic Practitioner
Pay Band	
Responsible to:	Divisional Team Lead
Accountable to:	Exec Board
1. Job Role/Purpose	
<p>The post holder is an experienced nurse/paramedic who, acting within their professional boundaries, will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment and evaluation of care. They will demonstrate safe, clinical decision-making and expert care, including assessment and diagnostic skills, for patients within the general practice.</p> <p>The post holder will demonstrate critical thinking in the clinical decision-making process. They will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing leadership as required. The post holder will maintain a caring professional attitude at all times</p>	
2. Key Duties & Responsibilities	
<p>Clinical practice</p> <ul style="list-style-type: none"> ▪ Assess, diagnose, plan, implement (prescribe if NMP) and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis. ▪ Clinically examine and assess patient needs from a physiological and psychological perspective, and plan clinical care accordingly. ▪ Assess, diagnose, plan, implement and evaluate interventions/treatments for patients with complex needs. ▪ Proactively identify advise and refer patients at risk of developing a chronic condition . ▪ Diagnose and manage both acute and chronic conditions, integrating both drug and non-drug-based treatment methods into a management plan, within competence boundaries/needs of the service. ▪ Review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice. ▪ Work with patients in order to support compliance with and adherence to prescribed treatments. ▪ Provide information and advice on prescribed or over-the-counter medication on medication regimens, side-effects and interactions. ▪ 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 promote healthy lifestyles, and apply principles of self-care. ▪ Assess, identify and refer patients presenting with mental health needs in accordance with national guidance, and treating within sphere of competence. ▪ Promote and deliver evidence-based care for patients presenting with aural conditions. ▪ Meet the needs of patients presenting for opportunistic wound care. <p>Communication</p>	

- 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.
- Anticipate barriers to communication and take action to improve communication.
- Maintain effective communication within the practice environment and with external stakeholders.
- Act as an advocate for patients and colleagues.
- Ensure awareness of sources of support/guidance and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate.

Delivering a quality service

- Recognise and work within own competence and professional code of conduct as regulated by the NMC/ HCPC.
- 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 evidence-based care according to local and national eg, NICE guidelines .
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation.
- Initiate and 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 patients' response to health care provision and the effectiveness of care.
- Support and participate in shared learning across the practice and wider organisation.
- Use a structured framework (e.g. root-cause analysis) to manage, review and identify learning from patient complaints, clinical incidents and near-miss events.
- Assess the impact of policy implementation on care delivery.
- Approve the performance of the team, providing feedback as appropriate.
- Understand and apply legal issues that support the identification of vulnerable and abused children and adults, and be aware of statutory child/vulnerable patients health procedures and local guidance.
- Ensure skills and knowledge regarding domestic violence, vulnerable adults, substance abuse and addictive behaviour are maintained. Provide guidance and support to whole team to ensure appropriate referral if required.

Leadership – personal and people development

- Take responsibility for own learning and performance including participating in clinical supervision and acting as a positive role model.
- Support staff development in order to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging any complacency or actions that are not in the interest of the public and/or users of services.
- Critically evaluate and review innovations and developments that are relevant to the area of work.

- Enlist support and influence stakeholders and decision-makers in order to bring about new developments in the provision of services.
- Take a lead role in planning and implementing changes within your area of care and responsibility.
- Work with practice management to ensure sufficient staff of appropriate ability, quality and skill-mix are available to meet current and future service delivery, that selection and recruitment processes are effective and that equality of treatment of the team incorporates quality HR principles and processes.
- Contribute to the development of local guidelines, protocols and standards.
- Where applicable maintain effective communication with those responsible for the overall commissioning and procurement process.

Team working

- Understand own role and scope 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.
- Create clear referral mechanisms to meet patient need.
- Prioritise own workload and ensure effective time-management strategies are embedded within the culture of the team.
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery.
- Discuss, highlight and work with the team to create opportunities to improve patient care.
- Manage and lead on the delivery of specifically identified services or projects as agreed with the practice management team.
- Agree plans and outcomes by which to measure success.

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 appropriate supervision of safe storage, rotation and disposal of vaccines and drugs where appropriate. Oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements where appropriate.
- Apply infection-control measures within the practice according to local and national guidelines.
- Advocate for policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all.
- Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

Managing information

- Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information.
- Review and process data using accurate Read codes in order to ensure easy and accurate information retrieval for monitoring and audit processes.
- Manage information searches using the internet and local library databases.
- Understand responsibility of self and others to the practice and primary care trust regarding the Freedom of Information Act.

- Monitor and confirm that the nursing team are receiving and processing data and information in an agreed format.
- Collate, analyse and present clinical data and information to the team.
- Communicate essential financial restraints with the team and discuss with them ideas for effective and efficient working within these constraints.

Learning and development

- Undertake mentorship/supervision of more junior staff, assessing competence against set standards.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g. courses and conferences).
- Assess own learning needs and undertake learning as appropriate.
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Equality and diversity

- Identify patterns of discrimination and take action to overcome this and promote diversity and equality 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 the observance of equality and diversity good practice.
- Accept the rights of individuals to choose their care providers, participate in care and refuses care. Assist patients from marginalised groups to access quality care.

NB: This job description outlines the key duties that are expected of you within the role of Business Secretariat although is not an exhaustive list. It may be amended in line with experience, business requirements and as a result of any future organisational change.

3. Other Responsibilities

Health and Safety

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

Equality and Diversity

- To carry out at all times his/her responsibilities in line with the Modality Equal Opportunities Policy and Procedure.
- At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues.
- Modality will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives.

- Proactively identify and report risks to the Board and appropriate line manager.

Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the Data Protection Act 1998 and Caldicott Guardian. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
- To work across Modality sites as required providing a professional administrative and secretarial service.
- In light of national policy and the due needs of the business it may be necessary for the Partnership to alter the opening hours of the business.
- Undertake any other duties commensurate with the grade of the post and the responsibilities of the CEO and GCC for whom the post is supporting.
- Other ad hoc duties as required by the CEO and GCC.
- To undertake any other duties commensurate with the scope of the role and within your skill set as requested.

4. Knowledge, Skills and Qualities:

Knowledge:	<ul style="list-style-type: none"> • Advanced clinical practice skills in acute presentation of minor ailments. • Management of patients with complex needs. • Accountability of own role and other roles in a primary care service. • Local and national health policy. • Wider health economy. • Clinical governance issues in primary care. • Patient group directions and associated policy.
Skills:	<ul style="list-style-type: none"> • Clinical leadership skills. • Communication skills, both written and verbal. • Communication of difficult messages to patients and families. • Negotiation and conflict management skills. • Change management. • Resource management. • Clinical examination skills.
Personal Qualities	<ul style="list-style-type: none"> • Self-directed practitioner. • Highly motivated. • Flexibility. • Enthusiasm. • Team player. • Ability to work across boundaries.

STATEMENT:

This job description will be agreed between the jobholder and the Executive board to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.

Post holder:

Manager:

Date: