



Paramedic - Job description and person specification

Job title	Paramedic
Line manager	GP Partner
Accountable to	GP Partner and Practice Manager
Hours per week	TBC
Job summary	
To work as an autonomous practitioner, responsible for the delivery of clinical services, working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population.	
Generic responsibilities	
All staff at Milton Surgery have a duty to conform to the following:	
Equality, Diversity and Inclusion	
<p>A good attitude and positive action towards Equality Diversity & Inclusion (ED&I) creates an environment where all individuals can 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.</p> <p>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, 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.</p> <p>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 they treat our patients and their colleagues with dignity and respect.</p>	
Safety, Health, Environment and Fire (SHEF)	
<p>This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.</p> <p>The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and 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.</p>	

All personnel have a duty to take reasonable care of health and safety at work for themselves, their 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](#)
- [Coronavirus Act 2020](#)
- Other statutory legislation which may be brought to the post holder's attention.

Confidentiality

At Milton Surgery we are 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.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of this organisation's outputs, 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 organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.

The Milton Surgery continually strives to improve work processes which deliver healthcare 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.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

In addition to the induction process at The Milton Surgery, where a full induction programme is provided, when attending any practice within the network the post holder will also be required to complete their practice induction programme.

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 in and complete mandatory training as directed by the Practice Manager. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery

Effective communication is essential and all staff must ensure they communicate in a manner that enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within this organisation's policies and regional directives, ensuring protocols are always adhered to at all times.

Security

The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and they are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct

All staff are required to dress appropriately for their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take a minimum of 6 weeks annual leave each year and should be encouraged to take all their leave entitlement.

Annual leave and Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked.

Primary key responsibilities

A paramedic will:

- a. Work as part of a multi-disciplinary team (MDT) within Milton Surgery
- b. Assess and triage patients, including same day triage, and as appropriate provide definitive treatment (including prescribing medications following policy, patient group directives, NICE (national) and local clinical guidelines and local care pathways) or make necessary referrals to other members of the primary care team
- c. Advise patients on general healthcare and promote self-management where appropriate, including signposting patients to the organisation's

social prescribing service and, where appropriate, other community or voluntary services

d. Be able to:

- Perform specialist health checks and reviews within their scope of practice and in line with local and national guidance
- Perform and interpret ECGs
- Perform investigatory procedures as required and undertake the collection of pathological specimens including intravenous blood samples, swabs and other samples within their scope of practice and within line of local and national guidance
- Support the delivery of 'anticipatory care plans' and lead certain services (e.g., monitoring blood pressure and diabetes risk of elderly patients)
- Provide an alternative model to urgent and same day GP home visit for the practice
- Communicate at all levels across organisations ensuring that an effective, person-centred service is delivered
- Communicate proactively and effectively with all colleagues across the MDT, attending and contributing to meetings as required
- Maintain accurate and contemporaneous health records appropriate to the consultation, ensuring accurate completion of all necessary documentation associated with patient healthcare and registration with the organisation
- Communicate effectively with patients and, where appropriate, family members and their carers, where applicable, complex and sensitive information regarding their physical health needs, results, findings and treatment choices

Person specification – Paramedic		
Qualifications	Essential	Desirable
Educated to degree level in paramedicine or equivalent experience	✓	
Registered with the Health and Care Professionals Council as a paramedic	✓	
Post graduate qualifications in minor injury/illness and advanced patient assessment		✓
Experience	Essential	Desirable
Completed two-year 'Consolidation of Learning' period when a newly qualified paramedic	✓	
Experienced in triage	✓	
Experienced in dealing with a range of clinical conditions	✓	
Experience of working in a primary care environment		✓
Personal qualities	Essential	Desirable
Ability to listen, empathise with people and provide person centred support in a non-judgemental way	✓	
Courteous, respectful and helpful at all times	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Commitment to reducing health inequalities and proactively working to reach people from all communities	✓	
Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	✓	
Ability to use discretion and sensitivity	✓	
Ability to work on own initiative	✓	
Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face	✓	
Ability to identify risk and assess/manage risk when working with individuals	✓	

High levels of integrity and loyalty	✓	
Ability to deal with non-routine and unpredictable nature of the workload and individual patient contact	✓	
Ability to take part in reflective practice and clinical supervision activities	✓	
Knowledge of when to seek advice and refer to a registered care professional	✓	
Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	✓	
Demonstrate personal accountability, emotional resilience and work well under pressure	✓	
Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines	✓	
High level of written and oral communication skills	✓	
Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety	✓	
Other requirements	Essential	Desirable
Willingness to work flexible hours when required to meet work demands	✓	
Disclosure Barring Service (DBS) check	✓	
Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own home	✓	
Clear polite telephone manner		✓
Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports		✓
Has previously worked in a primary care setting or a Primary Care Network		✓