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| Job title | Practice Nurse |
| Line manager | Lead Nurse |
| Accountable to | Practice manager |
| Hours per week | TBC |

Job summary

To be responsible for the implementation of processes for the effective management of patients with long-term conditions using evidence-based practice including care for elderly and housebound patients.

Working as a senior member of the practice multidisciplinary team, the post holder will ensure nursing services are delivered effectively to the entitled patient population.

The Practice Nurse will be responsible for a number of clinical areas such as infection prevention and control, health promotion, chronic disease management, health promotion, well women and well man clinics, as well as actively supporting the practice management team in the reviewing and delivery of clinical policy and procedure.

The Milton Surgery must ensure that the post holder has access to appropriate clinical supervision and an appropriate named individual in the organisation to provide general advice and support on a day-to-day basis.

Further information on clinical supervision can be sought within the [Clinical Supervision Policy](#)

Generic responsibilities

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

Equality, Diversity and Inclusion

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.

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.

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.

Safety, Health, Environment and Fire (SHEF)

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

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.

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

The organisation 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.

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

At The Milton Surgery, you will be required to complete the induction programme and the practice management team will support you throughout the process.

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 Lead Nurse and 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 which 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 the organisations policies and regional directives, ensuring protocols are always adhered to.

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 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 5.5 weeks leave plus all bank holidays each year and should be encouraged to take all their leave entitlement.

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

Primary key responsibilities

The following are the core responsibilities of the Practice Nurse. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

- a. To act as or support the Infection Prevention Control (IPC) lead and to work to the IPC Policy providing or supporting the implementation of] audits, training, support and evidence of compliance to the practice manager
- b. To support the production of the IPC annual statement in conjunction with the practice manager
- c. To assess the needs of patients ensuring the provision of healthcare is appropriate, incorporating evidence-based practice
- d. To support the development, implement and embed health promotion and wellbeing programmes
- e. To implement and evaluate individual treatment plans for chronic disease patients that promote health and wellbeing

- f. To identify, manage and support patients at risk of developing long-term conditions, preventing adverse effects to patients' health
- g. As required, to provide routine nursing care to patients in accordance with clinical based evidence, NICE and the NSF
- h. As required, to diagnose and manage acute and chronic conditions
- i. To review patient medications to enhance compliance
- j. To provide guidance to patients in the use of prescribed and over-the-counter medications regarding side effects and dosages
- k. To support the provision of travel medicine services
- l. To request pathology services and process pathology results as required
- m. To oversee the provision of chronic disease clinics, delivering patient care as necessary, referring patients to secondary/specialist care as required
- n. To maintain accurate clinical records in conjunction with extant legislation
- o. To ensure read codes are used effectively by all members of the nursing team
- p. To ensure the appropriate maintenance and use of chronic disease registers
- q. To support in the development and implementation, embed and participate in well woman clinics and well man clinics if appropriate.
- r. To ensure compliance with the practice chaperone policy
- s. To assist GPs with minor surgery if and when required
- t. To prioritise health issues and intervene appropriately
- u. To support the team in dealing with clinical emergencies
- v. To recognise, assess and refer patients presenting with mental health needs
- w. To implement vaccination programmes for adults and children
- x. To support patients in the use of their prescribed medicines or over-the-counter medicines (within own scope of practice)
- y. To liaise with external services/agencies to ensure the patient is supported appropriately (vulnerable patients etc.)
- z. To delegate clinical responsibilities appropriately (ensuring safe practice and the task is within the scope of practice of the individual)
- aa. To support the clinical team with all safeguarding matters, in accordance with local and national policies

- bb. To understand practice and local policies for substance abuse and addictive behaviour, referring patients appropriately
- cc. To deliver opportunistic health promotion where appropriate

Secondary responsibilities

In addition to the primary responsibilities, the Practice Nurse may be requested to:

- a. Develop and review audit protocols and process for the practice, effectively utilising the audit cycle
- b. Develop, review and implement nursing protocols in conjunction with the partners
- c. Support all members of the nursing team, providing guidance when necessary, conducting appraisals and training needs analyses as required
- d. Participate in local initiatives to enhance service delivery and patient care
- e. Support and participate in shared learning within the practice in order to improve patient care
- 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)
- h. Support the Lead Nurse in the planning and implementation of changes within the nursing team, enhancing the provision of services to patients
- i. Support the practice team with the reviewing and implementation of practice policies and protocols, ensuring conformance to extant legislation

| Person specification – Practice Nurse | | |
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| Qualifications | Essential | Desirable |
| Registered Nurse (Nursing and Midwifery Council) | ✓ | |
| Mentor or teaching qualification | | ✓ |
| Post graduate diploma or degree (Chronic Disease Management) | | ✓ |
| Nurse prescriber | | ✓ |
| Family planning qualification | | ✓ |
| Experience | Essential | Desirable |
| Experience of working in a primary care environment | ✓ | |
| Experience of chronic disease management | ✓ | |
| Experience of working autonomously | ✓ | |
| Experience of working as a practice nurse or community nurse | | ✓ |
| Experience of infection prevention and control measures | ✓ | |
| Experience of managing elderly and housebound patients | | ✓ |
| Experience of quality initiatives, i.e., benchmarking | | ✓ |
| Clinical knowledge and skills | Essential | Desirable |
| Wound care/removal of sutures and staples | ✓ | |
| ECGs | ✓ | |
| Venepuncture | ✓ | |
| New patient medicals | ✓ | |
| Requesting pathology tests and processing the results, advising patients accordingly | ✓ | |
| Understanding the importance of evidence-based practice | ✓ | |
| Understand the requirement for PGDs and associated policy | ✓ | |
| Ability to record accurate clinical notes | ✓ | |

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| Ability to work within own scope of practice and understanding when to refer to GPs | ✓ | |
| Chaperone procedure | ✓ | |
| Women's health (cervical cytology, contraception, etc.) | ✓ | |
| Immunisations (routine, childhood and travel) | ✓ | |
| Chronic disease management experience | ✓ | |
| Travel medicine | | ✓ |
| Spirometry | | ✓ |
| Broad knowledge of clinical governance | | ✓ |
| Knowledge of public health issues in the local area | | ✓ |
| Awareness of issues within the wider health arena | | ✓ |
| Knowledge of health promotion strategies | | ✓ |
| Skills | Essential | Desirable |
| Excellent communication skills (written and oral) | ✓ | |
| Effective time management (planning and organising) | ✓ | |
| Ability to work as a team member and autonomously | ✓ | |
| Good interpersonal skills | ✓ | |
| Problem solving and analytical skills | ✓ | |
| Ability to follow clinical policy and procedure | ✓ | |
| Strong IT skills | | ✓ |
| Clear, polite telephone manner | | ✓ |
| Personal qualities | Essential | Desirable |
| Polite and confident | ✓ | |
| Flexible and co-operative | ✓ | |
| High levels of integrity and loyalty | ✓ | |
| Sensitive and empathetic in distressing situations | ✓ | |
| Effectively able to communicate and understand the needs of the patient | ✓ | |

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| Commitment to ongoing professional development | ✓ | |
| Punctual and committed to supporting the team effort | ✓ | |
| Motivated, forward thinker | | ✓ |
| Problem solver with the ability to process information accurately and effectively, interpreting data as required | | ✓ |
| Ability to work under pressure/in stressful situations | | ✓ |
| Effectively utilise resources | | ✓ |
| Other requirements | Essential | Desirable |
| Flexibility to work outside of core office hours | ✓ | |
| Disclosure Barring Service (DBS) check | ✓ | |
| Occupational Health clearance | ✓ | |
| Meet the requirements and produce evidence for nurse revalidation | ✓ | |
| Evidence of continuing professional development (CPD) commensurate with the role of a Practice Nurse | ✓ | |

Notes:

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.