

JOB DESCRIPTION	
Job title:	Urgent Care Practitioner
Team/Department:	Clinical Services
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment to include unsociable hours, weekends and bank holidays.
Job title the post holder will report to:	Clinical Lead - Quality
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	September 2023
<p>JOB PURPOSE</p> <p>You will be responsible for the telephone assessment of health and clinical needs, utilising professional clinical judgement, supported by clinical decision support software (CDSS). This requires generalist and specialist skills to assess and deliver care to patients across all age groups in a contact centre or out of hours base.</p> <p>You will provide assessment, medication advice and health information supporting individuals to access the appropriate level of care including advice to manage their symptoms at home.</p> <p>You will also be responsible for providing face to face consultations for patients presenting with unscheduled primary care conditions and minor injuries and illness needs.</p> <p>You will take responsibility for the assessment, treatment and discharge of patients under remote supervision from either an Advanced Clinical Practitioner or GP.</p> <p>You will be responsible for the supervision, teaching, precepting and mentoring of other colleagues who may include students, other clinicians and Health Advisors.</p> <p>You will be expected to support delivery of the national healthcare agenda and represent the organisation in a timely and professional manner as and when required.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <p>Call handling (Clinical)</p> <ul style="list-style-type: none"> Assess an individual's health status remotely. Provide skilled and effective assessment of patients' presenting clinical need, through telephone consultation, using professional clinical judgement with the support of clinically based algorithms. Utilise 	

advanced listening, probing and facilitative skills across a diverse range of calls, some of which are highly challenging due to emotive circumstances.

- Communicate risks to health, wellbeing and safety to a range of individuals and advise how the risks can be prevented, reduced or controlled. Apply critical analysis to the synthesis of complex information during the care process to provide accurate advice and health information to patients in order to empower them to act upon the advice given. Recognise the opportunity for and provide health education to patients during the consultation process, referring to appropriate health care professionals as required.
- Communicate effectively in a healthcare environment liaising effectively between caller and third party in critical situations/areas of concern e.g. safeguarding where information is not consistent or may be disputed. Use complex communication skills to negotiate (utilising translation services in situations where language barriers are present) and provide support to callers who may not agree with recommended outcomes and may be emotive or antagonistic.
- Support the safeguarding of individuals. Utilising acquired skills in mental health, child protection, medication and other areas of healthcare as required for the role, ensuring policies and legislation are followed.

Clinical care

- Obtain a patient history and establish a diagnosis of an individual's health condition by undertaking face to face assessment and treatment of patients who are invited to base for consultation or undertake home visits, in accordance with the relevant protocols. This includes providing assessment, treatment and working diagnosis at point of first contact, by attending to patients in a variety of clinical or non-clinical settings according to patients' needs. This includes patients of all ages and with wide-ranging health conditions.
- Perform standard tests using manual methodologies or commercial kits and obtain supporting information to inform the assessment of an individual. Undertake and interpret basic point of care tests e.g. urinalysis, peak flow, blood glucose.
- Determine a treatment plan for an individual and manage an individual's medication to achieve optimum outcomes within the scope of Patient Group Directive (PGD), escalating where appropriate. Competently carry out a wide variety of procedures and interventions which require high levels of knowledge and skills requiring dexterity and accuracy.
- Arrange services and support with other healthcare providers. Act as a referral agent to ensure that patients are safely discharged from the Integrated Urgent Care (IUC) service with appropriate instructions for aftercare and follow up. This may include the need to contribute to social care in emergency situations.
- Prepare prescriptions for prescription only medication. Work to PGD, working within parameters of agreed clinical guidelines and in accordance with current

- legislation regarding the supply and prescribing of medications. You may need to retrieve and reconcile information about an individual's medication escalating appropriately as necessary.

Leadership

- Develop and sustain productive working relationships with colleagues in order to provide clinical support to Health Advisors, Senior Health Advisors and Clinical Advisors on shift, ensuring safe effective working. Actively communicate with all senior managers of any factors affecting the service delivery at the time an issue is highlighted. Act as a professional role model at all times. Facilitate clear patient pathways through primary, community, secondary and tertiary care.
- Contribute to the effectiveness of teams, using knowledge and experience to support other front-line colleagues in making decisions relating to patient care leading to safe service user outcomes. Ensure the immediate needs of the patient are met. Attend and contribute to meetings and specialist interest groups locally and nationally.
- Work with the service delivery team to contribute to the development and delivery of service and facilitate and actively participate in the continuous quality improvement audit process to develop individual performance and achieve set targets.
- Provide leadership in your area of responsibility, by providing clinical leadership and motivating and supporting colleagues to maintain and improve their performance.
- Promote the rights and diversity of individuals. This includes promoting the capacity of individuals to exercise their rights and responsibilities and promoting a culture which values and respects the diversity of all individuals. It also addresses individuals' rights in relation to information about themselves and the need to promote confidence in individuals that their rights will be upheld in the work setting.

Personal and people development

- Undertake coaching or mentoring and training with colleagues of all grades and students in relation to clinical practice generally as well as in own specialism, to maintain an up to date knowledge of current practice. Share and utilise areas of specialist practice or special interest with peers and colleagues to inform patient care.
- Provide clinical supervision to other individuals including peers, Health Advisors and Service Advisors to support their ongoing development.
- Make use of supervision i.e. participate in regular clinical and operational supervision in line with local guidelines in order to continually improve your performance and facilitate ongoing development and meet requirements of professional registration.

General duties

- Act within the limits of your competence and authority working within the parameters of your own skills and knowledge and maintaining responsibility for you own personal development.

- Make sure your actions reduce risks to health and safety by maintaining a tidy office/contact centre at all times, cleaning equipment before use and supporting the maintenance of equipment by reporting any faults as per local procedures. Adhere to health and safety policies and report incidents and risks identified through Ulysses or via line manager.
- Comply with legal requirements for maintaining confidentiality in healthcare by maintaining strict confidentiality to all issues concerned with the service and adhere to requirements of the Data Protection Act 1984, information governance and Caldicott Principles. Keep immediate and accurate records of patient user enquiries during the consultation.

Managing self

- Manage and organise your own time and activities, actively working independently, and being accountable and responsible for managing your own approach to workload and risk assessment.

Professional

- Develop and maintain your professional networks to ensure you work within and promote the regulatory requirements, codes and guidance defined by the appropriate regulatory body e.g. NMC/HPCPC. Develop and maintain your own expertise, practice and competence in the role, and promote the organisation's vision and values.
- Monitor your own work practices to ensure you maintain your own competence through CPD and seek feedback on own performance from direct reports and line manager. Maintain personal responsibility and accountability for own ongoing active professional registration and fitness to practice. Participate in regular performance reviews with line manager. Identify and use information sources to support and underpin clinical decision-making.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the

demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications	<p>Registered Professional registration with registered body e.g. NMC, HCPC, GPhC with 4 years post qualification experience</p> <p>Educated to degree level or equivalent</p> <p>Enhanced Assessment and Consultation qualification at Level 6 or 7</p> <p>Minor illness qualification at Level 6 or 7</p> <p>Skills of assessment, examination, diagnosis and treatment within an agreed scope of practice, to include newborns, paediatrics and end of life care</p>	<p>Supervision/mentoring training or qualification</p> <p>Leadership/management training or qualification</p> <p>Qualification in verification of an expected death</p>	<p>NMC/HCPC/GPhC register</p> <p>Application Form</p> <p>Copies of Qualification Certificates</p>
Experience	<p>Administration of medication within Patient Group Directives (PGD)</p> <p>Substantial consolidated experience of clinical practice in a range of settings including assessing minor illnesses/injuries face to face</p> <p>In depth knowledge of and consolidated clinical practice in a specialist clinical area</p> <p>Experience of working in a multi-professional/multi-agency environment</p>	<p>Experience of administration of medicines by exemption</p> <p>Previous experience of working in remote consultation</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

Requirements	Essential	Desirable	How identified
	<p>Experience of coaching and mentoring others</p> <p>Understanding of patient care in emergency and primary care settings</p>		
Training	<p>Willing and able to participate in CDSS training if required</p> <p>Commitment to Continued Professional Development (CPD) and lifelong learning, including clinical supervision</p>	<p>Evidence of CDSS related training</p> <p>Previous competency-based training in relevant field</p>	<p>Application Form</p> <p>Interview</p>
Practical / intellectual skills	<p>Ability to engage with people and motivate and support them to work to high standards</p> <p>Calm under pressure, able to use initiative and make decisions</p> <p>Excellent interpersonal/communication skills with a variety of media and at all levels. This includes the ability to communicate in difficult, challenging non face to face environments</p> <p>High level of clinical reasoning skills with the ability to assess and/or treat patients of all ages.</p> <p>Able to problem solve</p> <p>Ability to work as part of the organisational team</p>		<p>Application Form</p> <p>Interview</p>

Requirements	Essential	Desirable	How identified
	<p>Ability to contribute to and manage change</p> <p>Organised with effective time management</p> <p>Adaptable and self-motivated</p> <p>Competent IT and keyboard skills</p>		
Job circumstances	<p>Commitment to role with the ability to work unsocial hours</p> <p>Flexibility to meet service /rota needs</p> <p>Ability to travel to all sites on request and external meeting locations on request</p>		<p>Medical Questionnaire</p> <p>Interview</p>
General	<p>Must be eligible to work in the UK</p> <p>Ability to deal sensitively with distressing, emotional situations</p> <p>Conscientious, reliable and resourceful self-starter</p> <p>Professional attitude to employment</p>		<p>Application Form</p> <p>Interview</p>