



PRIORY MEDICAL CENTRE

PRIORY ROAD

WARWICK

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Nursing Associate – Job description & person specification

Job title	Nursing Associate
Line manager	Operations Manager
Accountable to	Partners (Clinically) & Executive Director (Admin)
Hours per week	37.5

Job summary

The post-holder is a Nursing Associate and provides fundamental nurse-led care to the community

The Nursing Associate works alongside a team within general practice and is an integral part of the general practice team. The principal task is to support registered nurses to enable them to be able to focus on the more complex clinical care of patients.

This job description and person specification is based on:

- The Royal College of Nursing (RCN) [Standards of proficiency for nursing associates](#)
- RCN guidance [RCN position on the role and scope of practice of the Nursing Associate](#)
- [Employing Nursing Associates](#) lists information and resources for employers and emphasises that nursing associates should aim to meet the same standards of behaviour and conduct as nurses and midwives and adhere to the same [Code](#) of conduct

This organisation must ensure that the post-holder has access to appropriate clinical supervision and an appropriate named individual to provide general advice and support on a day-to-day basis. Further information on clinical supervision can be sought within the organisation's Clinical Supervision Policy.

Mission statement

Priory Medical Centre is a well-established Warwick GP Partnership with a list size of approximately 19,000 patients and one branch surgery. We have 5 GP Partners and a full complement of additional staff including Salaried GPs, Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Clinical Pharmacists, Pharmacy Technicians, Paramedics and a strong administrative team.

We are a recognised training practice for GP Registrars & Medical Students are regularly host trainees throughout their training.

BRANCH SURGERY

1 BRESE AVENUE, WOODLOES PARK, WARWICK, CV34 5TS

In June 2021, the practice moved into a brand new purpose built surgery designed with patient care in mind. The new building is a modern, energy efficient & fit for purpose building that enables the practice to provide better services to our patients.

The new facilities act as the main surgery, with a branch surgery still available to patients on Woodloes Park at the following address: 1 Brese Avenue, Woodloes Park, Warwick, CV34 5TS.

Our Vision

To provide accessible and cohesive patient centred care in a supportive town centre environment that continually strives to improve

Generic responsibilities

All staff at this organisation 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)

The 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](#)
- 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 at all times.

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 this practice to look for opportunities to improve quality and share good practice and to discuss, highlight and collaborate with the team to create opportunities to improve patient care.

This organisation 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

We will provide a full induction programme, and management 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. 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 to 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 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 organisation's 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, uniforms and appearance

All staff are required to dress appropriately for their role and in accordance with the organisation's Uniforms, Dress and Appearance Policy. All staff members are to ensure that their conduct is commensurate with line management expectations and practice protocol.

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 25 days' leave each year and should be encouraged to take all their leave entitlement.

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 Nursing Associate in delivering health services:

- a. Deliver high quality, compassionate care while undertaking specific clinical and care tasks under the direction of a registered nurse (or other registered care professional) with a focus on promoting good health and independence
- b. Provide high-quality holistic and person-centred care to individuals
- c. Provide routine care to patients as required in accordance with clinical based evidence, NICE and the NSF
- d. Provide wound care, dressings and other clinical tasks as required
- e. Work as part of the MDT to provide and monitor care, under direct or indirect supervision and ensure delivery of nursing associate duties
- f. Improve the safety and quality of care at every opportunity
- g. Contribute to the delivery of integrated care
- h. Work with a [supervisor](#) to take responsibility for developing own clinical competence, leadership and reflective practice skills within the workplace and enable you to deal effectively with the difficult issues that people present
- i. Provide support and supervision to training nursing associates, healthcare assistants, apprentices and those on learning assignments/placements as required
- j. Support registered nurses to enable them to be able to focus on the more complex clinical care
- k. Develop relationships across the MDT to support the integration of the role across health and social care including primary care, secondary care and mental health
- l. Maintain accurate and contemporaneous patient health records ensuring that clinical data is appropriately recorded with SNOMED codes
- m. Perform and record clinical observations such as blood pressure, temperature, respirations and pulse including appropriate coding

- n. After undertaking additional training, provide flu vaccinations, ECGs and venepuncture and other relevant clinical tasks as required and in line with the competencies of the role
- o. Promote health and wellbeing to all patients, for example undertaking the NHS health check
- p. Provide wound care (ulcer/Doppler etc.) to patients
- q. Provide support during minor operations as required
- r. Advise patients on general healthcare and promote self-management where appropriate, including signposting patients to personalised care colleagues and local community and voluntary sector services
- s. Communicate proactively and effectively with all MDT colleagues, attending and contributing to meetings as required
- t. Be aware of duties and responsibilities regarding current legislation and adhere to practice policies and procedures on Safeguarding Adults and Safeguarding Children
- u. Process pathology results as required
- v. Enhance own performance through continuous professional development, imparting own knowledge and behaviours to meet the needs of the service
- w. Contribute to and embrace the spectrum of clinical governance
- x. Attend a formal appraisal with your manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed
- y. Contribute towards public health and screening programmes, including immunisations and vaccinations
- z. Support and deliver health promotion and wellbeing programmes including any opportunistic delivery
- aa. Maintain a clean, tidy, effective working area
- bb. Be an integral part of the general practice team, working in each practice and across the PCN, as well as supporting the wider multi-disciplinary team
- cc. Recognise boundaries of practice and know when and to whom patients should be referred
- dd. Demonstrate initiative and be creative in finding solutions to problems
- ee. Support in the delivery of enhanced services and other service requirements on behalf of the PCN

ff. Support in the management of patient complaints when requested to do so and participate in the identification of any necessary learning brought about through incidents and near-miss events

gg. Undertake all mandatory training and induction programme

There may be, on occasion, a requirement to carry out other tasks, this will be dependent upon factors such as workload and staffing levels

Wider responsibilities

In addition to the primary responsibilities, the Nursing Associate has the following wider responsibilities:

- a. Support the delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives enhancing service delivery and patient care
- b. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner
- c. Work to, and understand PCN and practice and departmental policies
- d. Act as a chaperone

Duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person specification – Nursing Associate

Qualifications	Essential	Desirable
Registered nursing associate and on the Nursing and Midwifery Council register	✓	
Meets the specific qualification and training requirements as specified in the Nursing Midwifery Standards of proficiency by having undertaken and completed the two-year Foundation Degree delivered by a Nursing and Midwifery Council (NMC) approved provider	✓	
Experience	Essential	Desirable
Experience of working in a primary care environment		✓
Ability to work effectively as a team player under appropriate supervision and as part of a multi-disciplinary team	✓	
Insight into how to evaluate own strengths and development needs, seeking advice where appropriate		✓
Experience of quality initiatives, i.e., benchmarking		✓

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Understanding of the scope of the role of the nursing associate in the context of the nursing and interdisciplinary team and the organisation and how the role may contribute to service development		✓
Clinical knowledge and skills	Essential	Desirable
Ability to work within own scope of practice and understanding when to refer to clinical colleagues	✓	
Good clinical system IT knowledge		✓
Ability to record accurate clinical notes	✓	
Broad knowledge of clinical governance		✓
Ability to work effectively as a team player under appropriate supervision and as part of a multi-disciplinary team		✓
Ability to communicate with members of the public and health and care providers	✓	
Experience of providing and receiving complex, sensitive information		✓
Understand the importance of following procedures and treatment plans		✓
Chaperone experience		✓
Ability to take part in reflective practice and clinical supervision activities		✓
Understanding of the importance of the promotion of health and wellbeing (Making Every Contact Count)		✓
Ability to communicate effectively (written, verbal and non-verbal communication) with patients/relatives and carers and all members of the multi-disciplinary team	✓	
Ability to support, supervise, assess and act as a role model to nursing associate students, other learners and healthcare support workers as required within the clinical setting		✓
Ability to develop effective and appropriate relationships with people, their families, carers and colleagues	✓	
Personal qualities	Essential	Desirable
Effective time management (planning and organising)	✓	
Demonstrate personal accountability, emotional resilience and work well under pressure		✓
Ability to follow legal, ethical and professional policies / local policies/procedures and codes of conduct	✓	
Ability to listen, empathise with people and provide person centred support in a non-judgemental way	✓	
Knowledge of IT systems including the ability to use word processing skills, emails and the internet		✓

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Understand the requirement for PSDs and associated policy	✓	
Ability to use own initiative, discretion, and sensitivity	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Understanding of safeguarding adults and children	✓	
Ability to identify risk and assess/manage risk	✓	
Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	✓	
Sensitive and empathetic in distressing situations	✓	
Commitment to ongoing professional development	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
Ability to work to key policies and procedures	✓	
Effectively utilise resources		✓
Clear, polite telephone manner	✓	
Other requirements/wider responsibilities	Essential	Desirable
Disclosure Barring Service (DBS) check	✓	
Occupational Health clearance	✓	
Meet the requirements and produce evidence for revalidation	✓	
Evidence of CPD commensurate with the role	✓	
Willingness to work flexible hours when required to meet work demands	✓	
Access to own transport and ability to travel across the locality		✓

This document 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