



## **PRIORY MEDICAL CENTRE**

PRIORY ROAD

WARWICK

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### **Treatment Room Nurse Job Description and Person Specification**

<b>Job title</b>	Practice Nurse
<b>Line manager</b>	Operations Manager
<b>Accountable to</b>	Executive Director – administratively GP Partner – clinically
<b>Hours per week</b>	Flexible

#### **Job summary**

To be responsible for providing a comprehensive triage service, working as part of the practice multidisciplinary team. To support patients requiring primary care services whilst providing appropriate information, advice or referrals as per the agreed protocols.

To support the management team in the reviewing of clinical policy and procedure.

#### **Overview of organisation, Statement of Purpose & Our Vision**

Priory Medical Centre is a well-established high achieving (QOF & IIF) Warwick GP Partnership with a list size of approximately 19,000 patients and one branch surgery. Rated Good by the CQC, we have 6 GP Partners and a full complement of additional staff including Salaried GPs, Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants and administrative support. We are a recognised training practice for GP Registrars & Medical Students from Warwick Medical School.

In June 2021, the practice moved into a brand new purpose built surgery designed with patient care in mind. The new building will be a modern, energy efficient & fit for purpose building that will enable the practice to provide better services to our patients. As a result of having the new facilities available, the practice closed the main Cape Road surgery, along with the Cape Road branch surgery. The new facilities will 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 Priory Medical Centre have a duty to conform to the following:

### **Equality, diversity and inclusion**

A good attitude and positive action towards ED&I creates an environment where all individuals are able to 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 to 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 patients and colleagues are treated with dignity and respect.

### **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your 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 and other statutory legislation.

### **Confidentiality**

This practice 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 that 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 protect patient information and provide a confidential service.

### **Quality and Continuous Improvement (CI)**

To preserve and improve the quality of our output, 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 practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care 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.

### **Induction training**

On arrival at the practice, all personnel are to complete a practice induction programme. This is managed by the Operations Manager.

### **Learning and development**

The effective use of training and development is fundamental to 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 and complete mandatory training as directed by the training coordinator as well as participating in the practice training programme.

Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and, ultimately, enable them to improve processes and service delivery.

### **Collaborative working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

### **Service delivery**

Staff at Priory Medical Centre must adhere to the information contained within practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policies and procedures.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times 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.

### **Professional conduct**

At Priory Medical Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 25 days leave each year and should be encouraged to take all of their leave entitlement.

### Primary 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. Assist in and perform routine tasks related to patient care as directed by senior nursing staff and GPs
- b. Undertake Cytology
- c. Wound care / ulcer care/Doppler
- d. Removal of Sutures
- e. New Patient Medicals/Urinalysis
- f. Undertake Travel Clinics and offer travel advice to patients
- g. Complete ECGs as required
- h. Complete Asthma/Peak Flow Readings/Spirometry
- i. Obtain blood samples from patients via Venepuncture
- j. Hypertension Management
- k. Conduct routine immunisations/childhood immunisations clinics
- l. Chaperoning and assisting patients where appropriate who are being examined by another clinician
- m. Assisting GPs with minor surgery and coil fittings
- n. Requesting pathology tests, for example urine culture, swabs
- o. Interest in Diabetes or Coronary Heart Disease and Contraception
- p. Following agreed clinical protocols with referral to senior nurses or GPs as appropriate
- q. To support the Infection Prevention Control (IPC) lead and to work to the IPC Policy supporting the implementation of audits, training, support and evidence of compliance to the Executive Director
- r. To support the production of the IPC annual statement in conjunction with the Executive Director & IPC Lead
- s. To assess the needs of patients ensuring the provision of healthcare is appropriate, incorporating evidence-based practice
- t. To develop, implement and embed health promotion and wellbeing programmes
- u. To identify, manage and support patients at risk of developing long-term conditions, preventing adverse effects to patients' health
- v. As required, to provide routine nursing care to patients in accordance with clinical based evidence, NICE and the NSF.
- w. To prescribe medication for patients in accordance with PGDs and own scope of practice
- x. To delegate clinical responsibilities appropriately (ensuring safe practice and the task is within the scope of practice of the individual)
- y. To support the clinical team with all safeguarding matters, in accordance with local and national policies
- z. To deliver opportunistic health promotion where appropriate

### Secondary responsibilities

In addition to the primary responsibilities, the triage nurse may be requested to:

- a. Support the nursing department
- b. Support junior members of the nursing team, providing guidance when necessary
- c. Participate in local initiatives to enhance service delivery and patient care
- d. Support and participate in shared learning within the practice

- e. Continually review clinical practices, responding to national policies and initiatives where appropriate
- f. Participate in the review of significant and near-miss events applying a structured approach, i.e. root cause analysis (RCA)
- g. Maintaining and cleaning equipment used by the nurses and GPs
- h. Maintaining GP and Nurses rooms, stocking and rotating items as required
- i. Maintain general tidiness and cleanliness of nurses and treatment rooms
- j. Maintain stock of waiting room leaflets as instructed by the Lead Nurse, Operations Manager & Executive Director
- k. Ordering of Health Promotion Literature
- l. Participation in administrative systems in the Practice
- m. At all times there will be a need to maintain accurate records
- n. A duty to advise senior nurses of potential problems or errors within a range of assigned tasks
- o. Attend and participate in any Practice meetings when required
- p. On occasion there may be a requirement to undertake home visits
- q. Any other delegated duties appropriate to the post

The person specification for this role is detailed overleaf.

Treatment Room Nurse – Job Description & Person Specification – April 2024

<b>Person specification – Treatment room nurse</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Registered nurse	✓	
Post graduate diploma or degree (primary care)		✓
Fundamentals of General Practice Nursing		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in a primary care environment	✓	
Experience of working as a practice nurse or community nurse		✓
Experience of chronic disease management		✓
<b>Clinical knowledge and skills</b>	<b>Essential</b>	<b>Desirable</b>
Wound care/removal of sutures and staples		✓
ECGs		✓
Venepuncture		✓
New patient medicals		✓
Chaperone procedure	✓	
Requesting pathology tests, processing the results, advising patients accordingly		✓
Travel medicine		✓
Diabetes		✓
Hypertension		✓
Asthma		✓
Spirometry		✓
CHD		✓
Immunisations (routine, childhood and travel)		✓
Women's health (cervical cytology, contraception, etc.)		✓
Understand the importance of evidence based practice	✓	
Broad knowledge of clinical governance	✓	
Ability to record accurate clinical notes	✓	
Ability to work within own scope of practice and understand when to refer to GPs	✓	
Knowledge of public health issues in the local area		✓
Awareness of issues within the wider health arena		✓
Knowledge of health promotion strategies	✓	
Understand the requirement for PGDs and associated policy	✓	
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS/Systemone/Vision user skills	✓	
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	✓	
Experience with audits and able to lead audit programmes		✓
Experience with clinical risk management		✓
<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	

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Flexible and cooperative	✓	
Motivated, forward thinker	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure/in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilise resources	✓	
Punctual and committed to supporting the team effort	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Occupational health clearance	✓	
NMC registration	✓	

This document may be amended, following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.