

**The James Cochrane Practice**  
**Long Term Conditions Nurse job description & person specification**

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

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.

<b>Role Details</b>	
Job Title:	<b>Practice Nurse</b>
Hours of work:	2 vacancies 1 x Part time 24 hr/wk, permeant contract 1 x Bank zero hours contract
Primary Location:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE
Line Manager:	Head of Nursing
Accountable to:	Head of Nursing– Clinically Practice Operations Manager – Administratively
Responsible for:	delivery of practice nursing services
Commencement date:	2021

<b>Job Summary</b>
<p>To be responsible for the delivery of practice nursing services, working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population.</p> <p>They will deliver care within the boundaries of their role, focusing upon supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities. They will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing nurse leadership as required.</p> <p>The practice nurse will be responsible for a number of clinical areas as well as supporting the management team in the reviewing of clinical policy and procedure.</p>

<b>Practice Drivers</b>
<b>Vision Statement</b> - Treating people the way we'd like to be treated

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**Aim** - To improve patient and job satisfaction and practice sustainability

**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. Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being
- b. Implement and evaluate individual treatment plans for patients with a known long-term condition
- c. Identify, and manage as appropriate, treatment plans for patients at risk of developing a long-term condition
- d. Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- e. Support patients to adopt health promotion strategies that encourage patients to live healthily, and apply principles of self-care
- f. Deliver opportunistic health promotion using opportunities such as new-patient medicals
- g. Provide information and advice on prescribed or over-the-counter medication on medication regimens, side effects and interactions
- h. Support patients to adopt health promotion strategies that promote patients to live healthily, and encourage principles of self-care
- i. Assess and care for patients presenting with uncomplicated wounds
- j. Support and advise women requesting information relating to family planning needs
- k. Support and manage health needs of women presenting for cervical cytology consultations
- l. Recognise, assess and refer patients presenting with mental health needs in accordance with the National Framework (NSF) for Mental Health
- m. Implement and participate in vaccination and immunisation programmes for both adults and children
- n. Advise, support and, where appropriate, administer vaccinations for patients travelling abroad
- o. Promote and deliver evidence-based care for patients presenting with aural conditions
- p. To identify, manage and support patients at risk of developing long term conditions, preventing adverse effects to patients' health
- q. To provide routine nursing care to patients as required in accordance with clinical based evidence, NICE and the NSF
- r. To provide wound care (ulcer/Doppler etc.) to patients
- s. To provide travel medicine services
- t. To provide travel medicine services

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- u. To request pathology services as necessary
- v. To process pathology results as required
- w. To maintain accurate clinical records in conjunction with extant legislation
- x. To ensure read codes are used effectively
- y. To chaperone patients where necessary
- z. To prioritise health issues and intervene appropriately
- aa. To support the team in dealing with clinical emergencies
- bb. To recognise, assess and refer patients presenting with mental health needs
- cc. To implement vaccination programmes for adults and children
- dd. To support patients in the use of their prescribed medicines or over the counter medicines (within own scope of practice)
- ee. To liaise with external services/agencies to ensure the patient is supported appropriately (vulnerable patients etc.)
- ff. To delegate clinical responsibilities appropriately (ensuring safe practice and the task is within the scope of practice of the individual)
- gg. To support the clinical team with all safeguarding matters in accordance with local and national policies
- hh. To understand practice and local policies for substance abuse and addictive behaviour, referring patients appropriately
- ii. To deliver opportunistic health promotion where appropriate

#### Secondary responsibilities

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

- a. Monitor and ensure the safe storage, rotation and disposal of medicaments
- 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)

The person specification for this role is detailed overleaf.

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<b>Person specification – Practice Nurse</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Registered nurse	✓	
Post graduate diploma or degree (Primary Care)		✓
<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 infection prevention and control measures		✓
<b>Clinical knowledge and skills</b>	<b>Essential</b>	<b>Desirable</b>
Wound care/removal of sutures and staples	✓	
Venepuncture	✓	
Chaperone procedure	✓	
Requesting pathology tests and processing the results, advising patients accordingly	✓	
Travel medicine		✓
Immunisations (routine, childhood and travel)	✓	
Women’s health (cervical cytology, contraception, etc.)	✓	
Insertion, removal and exchange of contraceptive implants	✓	
Understanding 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	✓	
Understanding of infection prevention and control measures	✓	
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 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 clinical risk management		✓

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<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and co-operative	✓	
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 utilises 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	✓	
Pre Employment Check clearance	✓	
NMC registration	✓	

<b>Generic Responsibilities</b>
<p>All staff at The James Cochrane Practice have a duty to conform to the following:</p> <p><b>Equality, Diversity &amp; Inclusion (ED&amp;I)</b></p> <p>Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.</p> <p>A good attitude and positive action towards ED&amp;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 law requires it.</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.</p>

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**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 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 that all staff protect patient information and provide a confidential service.

**Quality & 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 Practice Operations Manager.

**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 and complete mandatory training as directed by the

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training coordinator, as well as participating in the practice training programme.

Staff may 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 The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

**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 to anyone and are to ensure that restricted areas remain effectively secured.

**Professional Conduct**

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided they must be worn.