Kennet and Avon Medical Partnership

**JOB DESCRIPTION**

**JOB TITLE: Triage NURSE/PARAMEDIC**

**REPORTS TO: NURSE Team Leader**

**Job Summary**

* To provide and maintain a high quality of care for patients as well as providing assistance to the doctors and other members of the primary healthcare team.
* The duties will include all tasks normally undertaken by an experienced RN/Paramedic and in addition any roles agreed between the clinician and the doctors as appropriate, having regard to current training.
* In conjunction with the doctors, managing minor ailments and provide triage in line with business need and patient demand.

## Key Responsibilities

**Telephone Triage**

* The jobholder will be responsible for triaging all requests for emergency appointments (including emergency visits), by undertaking the following:

* + obtain a brief telephone history.
  + assess and classify emergent conditions.
  + assign level of triage.
  + decide relevant management plan (appointment with relevant clinician, visit, telephone appointment, advice, attend A&E, phone 999, etc) for the patient.
  + Prescribe as needed.
  + decide which member of the medical team is best suited to handle the case and notify this person, and book patients appointments in according with agreed protocol

**Managing Minor Ailments**

* Manage minor ailments either by providing telephone advice or running clinics within surgery opening hours. by undertaking the following:
  + Obtain a medical history and perform physical examinations
  + Order, perform, and interpret diagnostic studies (i.e. blood, x-rays) as per agreed protocols.
  + Initiate treatments as per agreed protocols
  + Prescribe as needed (if a prescriber)
  + Provide advice to patients as per their medical condition.

### **Clinical Skills**

* Providing assessment, screening and treatment services and health education advice
* Provide treatments to patients in participation with GPs or independently to agreed protocols.
* Provide general and specific health screenings to the Practice patients (within agreed protocols) with referral to other members of the primary and secondary health care team as necessary
* Advise patients on general health care and minor ailments with referral to GPs as necessary.
* Assist in and perform routine tasks related to patient care including but not limited to:

1. Blood pressure checks and hypertension management
2. Venepuncture
3. Dietary advice
4. Urinalysis
5. Wound care / ulcer care:
   * Dressings
   * Removal of sutures / clips
6. Vaccinations and Immunisations:
   * Administer in line with national guidelines
   * Ensure vaccines are administered under Patient Group Directives
   * Undertake Flu vaccinations in the community
7. Other clinics as defined by the partners

* Following appropriate training, undertake the collection, storage and despatch of pathological specimens including intravenous blood samples, swabs, smears etc and ensure the cleanliness of any equipment so used. Perform any investigatory procedures requested by the GPs.
* Requesting pathology tests (eg urine culture swabs) and subsequent interpretation of test results
* Chaperone – to act as chaperone when required
* See patients referred by other members of the nursing team.

**Administrative And Professional Responsibilities**

* Able to obtain and document informed consent (either verbal or written)
* Ensure accurate notes of all consultations and treatments are recorded in the patients’ notes on the clinical computer system as appropriate.
* To maintain accurate patient records and enter onto the computer using agreed Read Codes
* Ensure accurate completion of all necessary documentation associated with patient health care and registration with the Practice.
* Dealing with telephone enquiries appropriately and according to Practice policy
* Able to perform Cardio-pulmonary resuscitation according to current UK guidelines.
* Ensure collection and maintenance of statistical information required for regular and ad hoc reports.
* Co-operate and participate as required in any research projects within the Practice.
* Maintain effective liaison with other agencies and staff concerned with patient care and with all other disciplines within the Practice, with appropriate regard to confidentiality.
* Ability to recognise signs and symptoms of child abuse.
* Ensure awareness of statutory and local clinical protection procedures, including systems of referral.

**Additional Responsibilities**

* Contribute to the assessment of service needs
* Manage and organise individual patient consultations
* Maintains a caring environment through the support of colleagues
* A duty to advise of potential problems or errors within a range of assigned tasks
* Any other delegated duties appropriate to the post
* On occasion there may be a requirement to undertake home visits
* Contribute a perspective to the practice development plan
* Identify changes to clinical practice that are required to implement evidence-based guidelines
* Participate in clinical supervision
* Offer innovative ways of working and opportunities to facilitate learning
* Facilitates a learning environment within the team
* Support others with the training and development needs.
* Liaise with other Team Leaders and Patients as necessary following clinical staff sickness or unauthorised absence to ensure clinics are either covered or cancelled.
* In conjunction with the team leader, offer a leadership role to the team to ensure it provides an efficient and clinically safe service to patients and employees. This will include the supervision and management of the team, ensuring all functions are carried out in accordance with Practice policies and protocols.
* Conduct clinical audits of unit as determined from time to time:
  + prepare audit reports and recommend corrective action;
  + review medical records and patient assessments to determine compliance with policies and procedures.