

## Job description

**Job title:** Urgent Care Practitioner

**Reports to:** Urgent Care Clinical Nurse Lead

**Place of work:** Various locations across Suffolk

### Job Purpose

The Urgent Care Practitioner will be responsible for the delivery of a safe and effective medical response for people in Suffolk accessing our Out of Hours service. The post holder will identify and



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provide the correct care and necessary treatment for individual patients to meet their presenting needs. This role will support appropriate patient care and ensure that flow is maintained across urgent and emergency care services within Suffolk. The urgent Care Practitioner is a key member of the Urgent Care team and will be expected to provide comprehensive care to patients. They will need to work effectively with all colleagues within the team to deliver high quality patient centred care.

### **Main Duties & Responsibilities**

- The post holder will be an experienced urgent care practitioner acting within their professional boundaries . They will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, and treatment. They will demonstrate safe, clinical decision-making and expert care, including assessment and diagnostic skills, for patients within the service , working within their level of competency
- To provide clinical care to patients accessing our Out of Hours service. This will include consultation sessions, referring onwards and home visit s.
- To work closely with the wider urgent care teams in delivering high quality patient centred clinical care.
- Ensure on-going CPD to keep abreast of new clinical developments and maintain an appreciation of the commitments and requirements of the wider clinical workforce.



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- To prescribe generically for all patients as appropriate to need and if non-generics utilised be able to provide appropriate clinical rationale working in partnership with medicines management colleagues.
- To provide appropriate health promotion and preventative health care advice to all patients attending the Service.
- Engage in the revalidation process and appraisal processes as relevant.
- To prioritise work and deliver appropriate management of care.

## **Clinical**

- To provide high quality personal medical services that achieve the National Quality Requirements for GP Out of Hours Services.
- In accordance with the service timetable, as agreed, the post-holder will make themselves available to undertake a variety of duties including clinic based consultations and home visits whilst working within their level of competency.
- To provide appropriate care and services to patients in all age ranges and level of health care needs, according to their level of competency.



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- To refer patients appropriately for secondary or specialist care in line with local policies and protocols.
- To work within urgent care treatment protocols and drug formulary.

### **Non-Clinical**

- To carry out appropriate administrative and other duties in line with the needs of the service
- To maintain clinical records in line with professional code
- To work flexibly as necessary.

**Amending the job description:** It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

**Confidentiality:** The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any



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circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

**Data Protection:** The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

**Policies & Procedures:** The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

**General:** The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.



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**Health & Safety:** Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

**Equal Opportunities Policy and Anti-Harassment:** The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

**Safeguarding Children:** Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

**Safeguarding Adults:** Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on



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appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.

## Organisation Structure Chart

