#### Job Title: Unscheduled Care Coordination Hub clinician (ANP/ACP/UCP)

**Reporting to:** SNEE CAS and OOH Clinical lead

**Accountable to:** IUC medical lead, NEE CAS and OOH clinical lead, IUC regional manager, IUC service manager, IUC medical director and/or PPG Director of Nursing

**Hours of Work:** Permanent and Bank positions available

Service currently operational 08.00-20.00hrs 7 days a week

**Location:** Colchester

**FTE Salary:** £83,000+

**Salary:** Monday – Friday £42.78 per hour  
Saturday and Sunday £48.91 per hours

This is a collaborative post working with NHS Suffolk and North East Essex Integrated Care Board and system partners including (but not limited to) the East of England Ambulance Service, Urgent Community Response Services, Rapid Response/Early Intervention Teams, Community Nursing teams, Mental Health services, East Suffolk and North Essex Foundation Trust, West Suffolk Hospital and Primary Care.

Practice Plus Group are commissioned by the Suffolk and North East Essex Integrated Care Board to deliver urgent care services for patients in Suffolk and North East Essex. In addition to running the NHS111 service Practice Plus Group also deliver:

* North East Essex out of hours (OOH) service based in Colchester and Clacton-on-sea
* Clinical Assessment Service (CAS), 24/7 home-working remote consultation service
* Covid-19 antiviral treatment service, providing community access to anti-viral treatments

We are looking for clinicians to work in the Unscheduled Care Coordination hub (UCCH), an innovative service aimed at facilitating improved patient outcomes, admission avoidance and enhanced patient journey.

This post will suit clinicians with current experience of working in Integrated Urgent Care services (CAS or OOH), Urgent Care (Urgent Treatment Centres or Emergency Department), Primary or Community care.

The successful candidates will be working at site conducting remote consultations

The successful post-holders will need good knowledge of local urgent care, primary care and secondary care pathways and infrastructure. Collaborative working with SNEE system partners to deliver better quality of care for patients is a key requirement of this post therefore successful candidates will need excellent communication and interpersonal skills and be able to maintain a high level of professionalism at all times.

Clinicians working in the UCCH will be trained to work in the Clinical Assessment Service (CAS) and have the option of working a hybrid role between the UCCH and CAS and/or North East Essex OOH services.

This role is face to face and not suitable for remote working unless as part of a business contingency measure.

**Main duties**

1. Working face to face as part of the multi-disciplinary UCCH team
2. Reviewing low acuity cases held in the East of England Ambulance Service (EEAST) queue and identifying cases that may be better served by other Services
3. Completing remote consultations for cases referred to the CAS
4. Work with other members of the UCCH to identify and suggest service improvements with a focus on quality assurance and patient safety
5. At times of reduced workload within UCCH, post-holders will be expected to work within the SNEE CAS and/or covid-19 anti-viral treatment service
6. Act as a representative and ambassador for Practice Plus Group at all times

**Job description**

Successful post-holders will be expected to work as part of the multi-disciplinary team at the UCCH to provide safe and effective assessment and diagnosis via telephone and/or video consultation. Clinicians will be expected to:

* Make timely decisions regarding future management, including advice and onward referral to callers who have been identified as requiring enhanced clinical assessment.
* Provide quality, evidence-based health care, in line with protocols and policies to meet the immediate needs of the patient and provide clinical support to other clinicians working in the UCCH
* Function autonomously and within their sphere of competency to provide telephone assessment of patients, plan their care, administer treatment, discharge or refer as appropriate to other healthcare professionals or external agencies.
* Undertake remote prescribing as required
* Take an active role within the cross-disciplinary, multi-skilled team to ensure service quality in line with corporate goals and strategy, and to assist in the development of new models for service delivery that have a positive impact on the health economy.
* Represent Practice Plus Group a professional manner when in contact with the general public and other professionals.
* Work closely with the UCCH, PPG clinical and operational team, service leads and directors to ensure:
* Safety of the hub at all times
* Efficient utilisation of resources
* Effective real time contingency management whilst on shift

#### Principal Duties and Key Responsibilities:

* Work alongside members of the UCCH MDT to review cases in the EEAST stack and those referred from other services
* Complete telephone-based consultations to manage a range of presentations
* Reach an appropriate outcome and use PaCCS and the Directory of Services (DoS), this may include
  + Home management advice
  + Referral to registered GP
  + Referral to community-based services including district nursing service, hospice, mental health services
  + Referral to secondary care services eg AMSDEC
  + Signposting patients to community services eg pharmacy
  + Signposting to emergency care services eg ED, UTC, crisis team
* Return cases to EEAST where a requirement for an ambulance has been identified
* Manage appropriate prescription requests via the Electronic Prescribing Service (EPS)
* Work in line with the PPG prescribing guidelines and local drugs formulary
* Provide interim care advice and safety netting advice
* Utilise available GP records eg GP Connect, Summary Care Record
* Thorough and high-quality documentation
* Maintain confidentiality at all times
* An active role in the safeguarding of patients
* Follow UCCH and PPG protocols and policies
* Regularly update personal clinical skills and knowledge
* Keep up to date with mandatory training
* Actively participate in clinical governance

## Professional and Educational Responsibilities

* Work within the professional Code of Conduct eg NMC, HCPC
* Undertake appropriate personal and professional development to meet the requirements of revalidation and annual appraisal.
* Using the system provided, keep accurate and contemporaneous records of each enquiry, including assessment and advice regarding care.
* Attend training and professional development programmes identified as appropriate
* Regularly participate in 121 and clinical supervision where appropriate

**Education and Training**

* To work within the professional Code of Conduct and other directives as defined by their governing body (NMC, HCPC).
* To undertake appropriate personal and professional development to meet the requirements of their registration.
* To have a clear understanding of remote consulting and have an appreciation of the challenges this can present
* To participate in regular performance review
* Engage in evidence-based practice and demonstrate evidence of continued professional development
* Ensure mandatory training requirements are met

**Confidentiality**

All information obtained in the course of the post holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group’s policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group.

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group’s business is carried out.

**Travel to other sites**

You may be required to travel to other locations in the event of a Disaster Recovery plan.

**Complaints and incidents**

From time to time, complaints and incidents may occur. All staff are expected to be aware of the complaints and Datix process. Staff directly involved in a complaint or incident will be supported throughout the complaints process by their line manager and lead investigator. Complaints and incidents are investigated promptly, therefore full co-operation of staff is required.

**Other duties**

The post holder may be required to undertake other reasonable duties according to the needs of the business. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

**General**

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group’s business plan.

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * ANP/ACP/UCP educated to masters (or equivalent) level and with non-medical prescribing qualification * Full MSc *or* sufficient PHC experience with evidence of supporting CPD at level 7 study. |  |
| Experience | * At least 6 months experience of independent consulting and prescribing within urgent, primary or community care * Remote consultation skills * Ability to consult independently for all ages | * Current CAS and/or OOH experience * PaCCS trained * Experience or video consultation |
| **Skills and Knowledge** | * Understanding of integrated urgent care services including NHS111, CAS and OOH * Knowledge of how other system partners and health and social care services operate including (but not exclusive to): primary care, urgent treatment centres, emergency department, pharmacies, ambulance service * Understanding of safeguarding processes |  |
| Other | Be able to carry out the duties of the post  * The ability to work within a professional MDT * Desire to provide holistic care for patients and interest in promoting patient safety and improving patient outcomes * Good communication, listening and interpersonal skills * Ability to work under pressure * The ability to prioritise work and deliver to agreed time scales and standards  The ability to write structured, detailed and clear notesFlexible approach to work and willingness to travel as requiredHold full registration and professional indemnity (where appropriate). |  |