**COAST & COUNTRY**

**PRIMARY CARE NETWORK**

**JOB DESCRIPTION**

**JOB TITLE: First Contact Physiotherapist**

**SALARY: Band 7 – 8a, £40,056 - £47,125 pro rata**

**(Depending on experience)**

**HOURS: 37.5 hours**

**REPORTS TO: Clinical Director**

1. **Summary**

Primary Care Networks (PCNs) have been created to build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. They cover defined geographical areas to enable them to better respond to the needs of local populations and build relationships across wider primary care within ‘natural neighbourhoods’. By design they are small enough for relationships to flourish, but large enough to provide a broad scope of services.

The Coast & Country PCN spans two counties and two CCGs, serving approximately 39000 patients. The geography is largely rural with no acute hospitals within the PCN boundaries; the population is therefore reliant on community based services. This role provides an excellent opportunity for an individual to help shape a network of services, designed on the needs of the population with a significant need and to support local services as part of this process.

1. **Job responsibilities**

The job description, person specification and description of duties and responsibilities are an outline of the role; these may change as the demands on PCNs evolve. The post holder will therefore be expected to carry out other duties as may reasonably be required by the PCN.

The Coast & Country PCN requires support to help it:

1. Design innovative services that meet local need.
2. Deliver operational workstreams as per local and national requirements.
3. Build relationships within and beyond the PCN geography.
4. Optimize PCN operational efficiency and administration.
5. Evolve and thrive as a provider organization.

The First Contact Physiotherapist will support GP practices within the Primary Care Network, working within professional and clinical boundaries as part of an established multi-disciplinary team to deliver timely and personalised care for patients, and deliver key objectives of the Primary Care Network DES. First contact physiotherapists operate at an advanced level of clinical practice, with skills to assess, diagnose, treat and manage musculoskeletal (MSK) problems and undifferentiated conditions. This will involve seeing patients, without prior referral from their GP, to establish a rapid and accurate diagnosis and management plan, thus streamlining pathways of care. They work independently in clinical practice and do not require day to day supervision.

Core responsibilities

* Work independently, without day to day supervision, to assess, diagnose, triage, and manage patients, taking responsibility for prioritising and managing a caseload of the PCN’s Registered Patients;
* Receive patients who self-refer (where systems permit) or from a clinical professional within the PCN, and where required refer to other health professionals within the PCN;
* Work as part of a multi-disciplinary team in a patient facing role, using their expert knowledge of movement and function issues, to create stronger links for wider services through clinical leadership, teaching and evaluation;
* Develop integrated and tailored care programmes in partnership with patients, providing a range of first line treatment options including self-management, referral to rehabilitation focused services and social prescribing;
* Make use of their full scope of practice, developing skills relating to independent prescribing, injection therapy and investigation to make professional judgements and decisions in unpredictable situations, including when provided with incomplete or contradictory information. They will take responsibility for making and justifying these decisions;
* Manage complex interactions, including working with patients with psychosocial and mental health needs, referring onwards as required and including social prescribing when appropriate;
* Communicate effectively with patients, and their carers where applicable, complex and sensitive information regarding diagnoses, pathology, prognosis and treatment choices supporting personalised care;
* Implement all aspects of effective clinical governance for own practice, including undertaking regular audit and evaluation, supervision and training;
* Develop integrated and tailored care programmes in partnership with patients through:
  + effective shared decision-making with a range of first line management options (appropriate for a patient’s level of activation);
  + assessing levels of patient activation to support a patient’s own level of knowledge, skills and confidence to self-manage their conditions, ensuring they are able to evaluate and improve the effectiveness of self-management interventions, particularly for those at low levels of activation;
  + agreeing with patient’s appropriate support for self-management through referral to rehabilitation focused services and wider social prescribing as appropriate; and
  + designing and implementing plans that facilitate behavioral change, optimise patient’s physical activity and mobility, support fulfilment of personal goals and independence, and reduce the need for pharmacological interventions;
* Request and progress investigations (such as x-rays and blood tests) and referrals to facilitate the diagnosis and choice of treatment regime including, considering the limitations of these investigations, interpret and act on results and feedback to aid patients’ diagnoses and management plans; and
* Be accountable for decisions and actions via Health and Care Professions Council (HCPC) registration, supported by a professional culture of peer networking/review and engagement in evidence-based practice.
* Work across the multi-disciplinary team to create and evaluate effective and streamlined clinical pathways and services;
* Provide leadership and support on MSK clinical and service development across the PCN, alongside learning opportunities for the whole multidisciplinary team within primary care;
* Develop relationships and a collaborative working approach across the PCN, supporting the integration of pathways in primary care;
* Encourage collaborative working across the wider health economy and be a key contributor to supporting the development of physiotherapy clinical services across the PCN;
* Liaising with secondary and community care services, and secondary and community MSK services where required, using local social and community interventions as required to support the management of patients within the PCN; and
* Support regional and national research and audit programmes to evaluate and improve the effectiveness of the First Contact Practitioner (FCP) programme. This will include communicating outcomes and integrating findings into own and wider service practice and pathway development.

## Strategy and Leadership:

* Understands, and contributes to, the PCN strategic plan.
* Able to improve quality within limitations of service.
* Understands the implications of national priorities for the team and/or service
* Demonstrates understanding of, and conforms to, relevant standards of practice
* Demonstrates ability to identify and resolve risk management issues according to policy/protocol.

## Professional Development

In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, the post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Completion of stage 2 and 3 of the attached FCP roadmap supported by the clinical lead;
* Participation in an annual individual performance review, annual Appraisal including taking responsibility for maintaining a record of own personal and/or professional development;
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

## Relationships:

* Recognises the roles of other colleagues within the organisation and their role in patient care
* Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations e.g. CCGs)
* Demonstrates ability to work as a member of a team
* Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary
* Liaises with other GP Practices and staff as needed for the collective benefit of patients

1. **Confidentiality**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, PCN staff and other healthcare workers. They may also have access to information relating to the PCN as a business organisation. All such information from any source is to be regarded as strictly confidential
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the PCN may only be divulged to authorised persons in accordance with the PCN policies and procedures relating to confidentiality and the protection of personal and sensitive data

1. **General Data Protection Regulation (GDPR)**

* All members of staff are bound by the requirements of the General Data Protection Regulation 2018 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

1. **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Network’s Core Practices Health & Safety Policies, to include:

* Using personal security systems within the workplace according to PCN guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.

1. **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with PCN procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

1. **Quality**

The post-holder will strive to maintain quality within the PCN, and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patient’s needs.
* Effectively manage own time, workload and resources.

1. **Communication**

The post-holder should recognize the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognize people’s needs for alternative methods of communication and respond accordingly.

1. **Contribution to the Implementation of Services**

The post-holder will:

* Apply PCN policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.