



Primary Care Hub Practitioner Job Description

Job details

Job Title:	Primary Care Hub Practitioner
Salary:	£19.10 - £29.33 per hour (Depending on experience and competence)
Hours/Contract:	Flexible Hours based on your availability Portfolio role in addition to current agreed hours (initially to end of February 2024 but on going portfolio opportunities)
Department:	Integrated Primary Care
Pastoral Contact:	Lisa Rowe
Location:	Various locations through out Cornwall depending on preference
Clinically Responsible to:	Lead GP – on site or remotely available
Managerially responsible to:	Director Integrated Primary Care
Key Working Relationships:	Clinical lead for Primary Care Hub, Practitioners and support staff at Hub location.

Job Summary / purpose

Practitioner led Primary Care Hubs are being stood up through out locations across Cornwall to ease the on the day demand from General Practice throughout the winter period. This enables General Practice to proactively manage their more frail registered population supporting them to remain in their own homes and community.

As a practitioner working in the Primary Care Hub you will see, treat and advise patients seeking on the day support for minor illness presentations, who have been booked into the Hub by their GP practices. You will see age ranges from 2 years up wards who have been signposted by their practice against a referral criteria suitable to be seen at a Primary Care Hub.

You must be registered nurse or allied health professional with post graduate qualifications, or suitable equivalent experience relevant to the position. You must act within your professional boundaries, providing care for the presenting patient, working within your competencies. This will involve history taking, clinical assessment, diagnosis, treatment and evaluation of their care. You will demonstrate safe, clinical decision-making and expert care for patients within the Primary Care Hub. Working collaboratively with the local multi-disciplinary general practice and community teams where necessary to meet the needs of patients, abiding by local policy and procedures.



Primary duties and responsibilities

Key Duties and Responsibilities:

Clinical Care

- Act as an expert practitioner, demonstrating clinical competence and a sound knowledge base.
- Utilise the medical model of history taking to identify diagnoses and differential diagnoses for patients presenting with unspecified presentations.
- Undertake systems based physical assessment of patients in order to diagnose and manage conditions autonomously.
- Undertake appropriate assessment, diagnosis, treatment or referral of patients booked into the minor illness clinic initiating any treatment as required and ensuring robust safety netting conversations are undertaken with each patient (or the patients carer).
- Undertake the role of non-medical prescriber, or utilise Patient Group Directions within scope of competency and in line with local and national policy guidance.
- Make direct referrals to primary, secondary and social services within locally agreed pathways, guidance and protocols.
- Ensure that patients receive high quality clinical care, delivered in a timely manner.
- Ensure complete and accurate documentation of each and every patient contact.
- Work as an independent practitioner, in order to ensure patient's needs are met.
- Ensure that professional standards are maintained and within the guidance of the Department of Health and professional accountable bodies.

Professional

- Adhere to own professional body requirements and always work within the scope of professional practice.
- Ensure that professional practice adheres to organisational policies, procedures and guidelines.
- Maintain a professional manner and act as a role model for others.
- Maintain confidentiality with regard to information pertaining to patients and staff.
- Ensure that the service interfaces with other partner organisations where necessary in a professional and productive manner.

Communication

- Communicate effectively with patients and families regarding complex information about their care.
- Taking a Health Coaching approach provide advice and information to patients, carers and their families where appropriate.
- Communicate effectively and work collaboratively with medical, nursing and allied health professionals, to ensure delivery of a co-ordinated service.



- Ensure accurate documentation and record keeping, in line with local policies and own professional body guidelines.
- Promote and demonstrate effective communication networks within the organisation, with partner organisations and other service providers.

Clinical Governance and Freedom to act

- Work autonomously making complex clinical decisions with limited supervision within local and national policies, being responsible for how these policies are interpreted.
- Adhere to Primary Care Hub, operating procedures and guidelines.

Service Improvement

- Contribute to quality improvement within the service through the identification and initiation of changes, which lead to better evidence-based practice and improved standards of care.
- Participate in clinical audit, identifying areas of best practice and areas for improvement.
- Contribute to the setting and monitoring of standards of care.
- Help develop the services available to the urgent care population to reflect identified needs.
- When in a senior position act as a mentor /supervisor of staff as appropriate.

Educational/Personal Development

- Contribute to the development and maintenance of an excellent learning environment.
- Adhere to professional registration requirements.
- Participate in defining your own developmental plan to maintain and develop own clinical skills and ensure own professional development.
- Ensure completion of all statutory and mandatory training.

General

- Demonstrate commitment to flexible working patterns, to meet the needs of the service and staff
- Actively contribute to the Organisation's values and behaviours ensuring that relevant processes are open and transparent and encourage the confidence of staff, patients, partner organisations, the public and other agencies.
- Promote a positive organisational image.
- Promote own personal and others health, safety, and security, taking the appropriate action to report risk in accordance with policy.
- Ensure that equipment and resources are managed effectively to reduce waste and promote cost efficiency.
- Ensure the safe keeping and maintenance of equipment in accordance with policy, reporting defect or loss.
- Maintain personal development to meet the changing demands of the job, participate in an annual appraisal and appropriate training activities.
- Ensure compliance with all Kernow Health CIC statutory and mandatory training requirements, policies and protocols.



Working conditions / effort

- You need to be confident in autonomously working and be comfortable to manage a level of clinical risk.
- You will need to have excellent interpersonal skills and able to engage with a wide range of individuals.
- You will need to be comfortable with clinically assessing all age groups from age 2 upwards.
- You will need to be able to have and be confident to have safety netting conversations with worried individuals and/or their carers.
- You will need to have a level of IT literacy able to use clinical systems.

Values

Our shared values guide our actions and describe how we behave and how we make our business decisions, and we expect all employees to demonstrate its Values as follows:

- We have **Integrity**. We will be real, honest and authentic.
- We are **Ambitious**. We will seek new opportunities and not afraid to push boundaries.
- We will be **Responsive**. We will be proactive and responsive to our own and partner needs now and in the future.
- We are **Reliable**. We will be the trusted partner and for partners to know that we will deliver what we say we will.
- We will be **Creative**. We will look at different ways of working in the present and the future.
- We will always be **Professional**. Everything we do, we will do it well. We have high quality standards in all that we seek to achieve

Corporate requirements and Responsibilities

General

- **Confidentiality:** In line with the Data Protection Act 1998 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The post holder will be required to comply with Kernow Health CIC's Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training.



- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health and Care premises and grounds are smoke free.
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and requires a Disclosure check – Enhanced Level with the Disclosure & Barring Service (DBS). This is due to the fact the post has access to children or vulnerable adults. Further information on the disclosure Service is available from www.disclosure.gov.uk

PERSON SPECIFICATION		
Post:	Primary Care Hub Practitioner	
All requirements listed in this specification are essential to the post and will be assessed during the selection and interview process.		
Education / Qualifications and Relevant Experience	Essential	Desirable
MSC Advanced Healthcare Practice		X
Non-Medical Prescriber		X
Be able to utilise Patient Group Directions within scope of competency and in line with local and national policy guidance	X	
Minor Illness course or equivalent experience in the assessments and management of a wide array of minor illness presentations within your employment history	X	
Experience in General Practice or a role with minor illness exposure (3 Years minimum)	X	
Clinical Assessment Level 7 or equivalent experience in undertaking whole system physical assessment	X	
Up to date Basic Life Support	X	
Up to date Intermediate Life Support / Advanced Life Support		X
Skills and Abilities	Essential	Desirable
Experience of autonomous working and being comfortable to manage a level of risk	X	
Maintain a professional manner at all times	X	
Adherence to own professional body requirements and work within the scope of professional practice	X	
Ability to identify when onward referral is required within locally agree pathways	X	
IT skills on clinical systems	X	
Maintain confidentiality	X	
Personal Qualities	Essential	Desirable
Able to communicate effectively with patients and their families	X	



Ability to remain calm and focussed when under pressure	X	
Able to work with people at all levels	X	
Natural collaborator and team contributor	X	
Honesty and openness	X	
Listening to instruction and tact and sensitivity when passing on information	X	
Taking ownership - a "can do" attitude	X	
Flexibility/Adaptive especially when there are conflicting pressures	X	
Other	Essential	Desirable

The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.

Postholder Name:	
Postholder Signature:	
Date:	

The attached job description has been agreed by the Clinical Senior Responsible Officer

SRO Name:	
SRO Signature:	
Date:	