



## Phoenix Health Group

### JOB DESCRIPTION

**JOB TITLE:** Lead Practice Nurse

**REPORTS TO:** Partners

#### Primary key responsibilities

The following are the core responsibilities of the Lead Practice Nurse. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

#### Clinical Responsibilities:

- To assess the needs of patients ensuring the provision of healthcare is appropriate, incorporating evidence-based practice.
- To develop, implement, embed and train colleagues, where required, on health promotion and wellbeing programmes, changes to service delivery, new Enhanced Services or Clinical Services or organisational changes affecting the Nursing Team.
- Working with the Senior Management Team to ensure adequate skills coverage within the nursing team, providing or organising training where required to meet the needs of the practice population.
- To cultivate a culture within the nursing team of identifying, managing and supporting patients at risk of developing long-term conditions, preventing adverse effects to patients' health and promoting preventative care.
- To support the nursing team with their lead areas, acting as a point of reference or additional support for areas within the nursing team remit, including infection control, PSDs & PGDs, long term conditions managements and vaccinations and immunisations.
- As required, to provide routine nursing care to patients in accordance with clinical based evidence, NICE and the NSF, diagnosing and managing acute and chronic conditions as required, requesting pathology services and processing results as appropriate. To refer patients, as appropriate to other services.
- To work with the Senior Management Team and Partners to develop, set up or amend clinics as required to meet the continual



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requirements of the practice population.

- Lead on and supervise the accurate recording of consultations within patient records within the nursing team.
- To ensure read codes are used effectively by all members of the nursing team, providing training where required and working with the Practice Manager to monitor usage to ensure accurate practice payments.
- To work with the Senior Management Team and Partners to implement well-organised and efficient vaccination programmes for adults and children that meet the need of the practice population.
- To delegate clinical responsibilities appropriately (ensuring safe practice and the task is within the scope of practice of the individual)
- To be a proactive member of the practice clinical team, offering clinical perspectives in decision making and ensuring the practice nursing team are working in an efficient manner. Support the clinical team with the reviewing and implementation of practice policies and protocols.
- Develop and review audit protocols and process for the practice nursing team, effectively utilising the audit cycle.
- Work with the Senior Management Team to ensure compliance with Enhanced Services.
- Support and participate in shared learning within the practice in order to improve patient care, participating in reviews of near miss and significant events and disseminating feedback and learning to the team.
- Continually review clinical practices, responding to national policies and initiatives where appropriate

### **Team Lead Responsibilities:**

- Work with the Senior Management Team to coordinate the nursing team rota, ensuring sufficient staff are available to meet patient needs. Work with the Practice Manager and HR Compliance Lead in the advertising, interviewing and employment process of new members of the nursing team.



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- Process annual leave requests and arrange appropriate cover.
- Act as first point of contact for absence reporting within the team and work to find cover for the clinics where possible.
- Complete Return to Work interviews.
- Monitor and authorise overtime, where appropriate and authorise overtime requests within the Nursing Team.
- Complete staff reviews including annual appraisals and work with the Senior Management Team / Partners to action any matters arising.
- Work with the training leads to organise Nurse PLTs, maximizing the time for learning and maintenance of skills and communicating changes.
- Work with the Senior Management Team / Partners to monitor and maintain nurse/HCA/Phlebotomy appointment capacity to meet the needs of the practice.
- Attend quarterly Team Coordinator meetings and facilitate fortnightly Nursing Team meetings.

### **Personal:**

- Maintain good working relationships.
- Take reasonable care of his/her own safety and that of other persons who may be affected by his/her act or omission.
- Co-operate with the practice team members to adhere to statutory regulations/policies, codes of practice and safety rules.

### **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, practice staff and other healthcare workers. They may also have access to information relating to the practice 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



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workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice 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.

### **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 practice 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.

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, 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.



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### **Quality:**

The post-holder will strive to maintain quality within the practice, 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 patients' needs.
- Effectively manage own time, workload and resources.

### **Communication:**

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

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

### **Contribution to the Implementation of Services:**

The post-holder will:

- Apply practice 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.