# Practice Nurse Job description and person specification

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| **Job title** | Practice Nurse |
| **Line manager** | Nurse Manager |
| **Accountable to** | Practice Manager – administratively  Partners – clinically |
| **Hours per week** | 10 to 15 |

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| **Job summary** |
| To be responsible for the implementation of processes for the effective management of patients with long-term conditions using evidence-based practice including care for elderly and housebound patients.  Working as a senior member of the practice multidisciplinary team, the post holder will ensure nursing services are delivered effectively to the entitled patient population.  The Practice Nurse will be responsible for a number of clinical areas such as infection prevention and control, health promotion, chronic disease management, health promotion, well women and well man clinics, as well as actively supporting the practice management team in the reviewing and delivery of clinical policy and procedure.  This organisation must ensure that the post holder has access to appropriate clinical supervision and an appropriate named individual in the organisation to provide general advice and support on a day-to-day basis.  Further information on clinical supervision can be sought within the [Clinical Supervision Policy](https://practiceindex.co.uk/gp/forum/resources/clinical-supervision-policy.701/) |

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| **Mission statement** |
| We aim to provide high standard of medical care, a practice that evolves, reflect and embraces change and where staff are happy at work. |
| **Generic responsibilities** |
| All staff have a duty to conform to the following:  **Equality, Diversity and Inclusion (ED&I)**  A good attitude and positive action towards [Equality Diversity & Inclusion](https://www.england.nhs.uk/about/equality/workforce-eq-inc/) (ED&I) creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.  The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.  All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.  All personnel are to comply with the:   * [Health and Safety at Work Act 1974](https://www.hse.gov.uk/legislation/hswa.htm) * [Environmental Protection Act 1990](https://www.legislation.gov.uk/ukpga/1990/43/contents) * [Environment Act 1995](https://www.legislation.gov.uk/ukpga/1995/25/contents) * [Fire Precautions (workplace) Regulations 1999](https://www.legislation.gov.uk/uksi/1999/1877/contents/made) * Other statutory legislation which may be brought to the post holder’s attention   **Confidentiality**  The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality.  It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.    **Quality and Continuous Improvement (CI)**  To preserve and improve the quality of this organisation’s outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.  The responsibility for this rests with everyone working within the organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.  As an organisation, we continually strive to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.  All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.  **Induction**  We will provide a full induction programme and management will support you throughout the process.  **Learning and development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training as directed. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate.  The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).  The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.  **Collaborative working**  All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.  Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery  Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.  Plans and outcomes by which to measure success should be agreed.  **Managing information**    All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.  Data should be reviewed and processed using accurate SNOMED codes to ensure easy and accurate information retrieval for monitoring and audit processes.  **Service delivery**  Staff will be given detailed information during the induction process regarding policy and procedure.  The post holder must adhere to the information contained within the organisations policies and regional directives, ensuring protocols are always adhered to.  **Security**  The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.  Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.  **Professional conduct**  All staff are required to dress appropriately for their role. |

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| **Primary key responsibilities** |
| The following are the core responsibilities of the 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:   1. To be instrumental in the support of the Infection Prevention Control (IPC) lead and to work to the IPC requirements by providing audits, training, support and evidence of compliance to the practice manager 2. To support in the publication of the IPC annual statement in conjunction with the practice manager 3. To develop, implement and embed an effective care management programme for the frail and housebound patients registered at the practice 4. To assess the needs of patients ensuring the provision of healthcare is appropriate, incorporating evidence-based practice      1. To develop, implement and embed health promotion and wellbeing programmes      1. To implement and evaluate individual treatment plans for chronic disease patients that promote health and wellbeing 2. To identify, manage and support patients at risk of developing long-term conditions, preventing adverse effects to patients’ health 3. As required, to provide routine nursing care to patients in accordance with clinical based evidence, NICE and the NSF 4. As required, to diagnose and manage acute and chronic conditions 5. Provide wound care (ulcer/Doppler, etc.) to patients 6. To review patient medications to enhance compliance 7. To provide guidance to patients in the use of prescribed and over-the-counter medications regarding side effects and dosages 8. To co-ordinate the provision of travel medicine services 9. To request pathology services and process pathology results as required 10. To oversee the provision of chronic disease clinics, delivering patient care as necessary, referring patients to secondary/specialist care as required 11. To maintain accurate clinical records in conjunction with extant legislation 12. To ensure SNOMED CT codes are used effectively by all members of the nursing team 13. To ensure the appropriate maintenance and use of chronic disease registers 14. To develop, implement, embed and participate in well woman clinics 15. To develop, implement, embed and participate in well man clinics 16. To ensure compliance with the practice chaperone policy 17. To assist GPs with minor surgery when required 18. To prioritise health issues and intervene appropriately 19. To support the team in dealing with clinical emergencies 20. To recognise, assess and refer patients presenting with mental health needs 21. To implement vaccination programmes for adults and children 22. To support patients in the use of their prescribed medicines or over-the-counter medicines (within own scope of practice) 23. To liaise with external services/agencies to ensure the patient is supported appropriately (vulnerable patients etc.) 24. To delegate clinical responsibilities appropriately (ensuring safe practice and the task is within the scope of practice of the individual) 25. To support the clinical team with all safeguarding matters, in accordance with local and national policies 26. To understand practice and local policies for substance abuse and addictive behaviour, referring patients appropriately 27. To deliver opportunistic health promotion where appropriate |

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| **Secondary key responsibilities** |
| In addition to the primary key responsibilities, the Practice Nurse may be requested to:   1. Develop and review audit protocols and process for the practice, effectively utilising the audit cycle 2. Develop, review and implement nursing protocols in conjunction with the partners 3. Support all members of the nursing team, providing guidance when necessary, conducting appraisals and training needs analyses as required 4. Participate in local initiatives to enhance service delivery and patient care 5. Support and participate in shared learning within the practice in order to improve patient care 6. Continually review clinical practices, responding to national policies and initiatives where appropriate 7. Participate in the review of significant and near-miss events applying a structured approach, i.e., root cause analysis (RCA) 8. Coordinate the nursing team rota, ensuring sufficient staff are available to meet patient needs 9. Lead the planning and implementation of changes within the nursing team, enhancing the provision of services to patients 10. Support the practice team with the reviewing and implementation of practice policies and protocols, ensuring conformance to extant legislation |

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| **Person specification – Practice Nurse** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Registered Nurse [(Nursing and Midwifery Council)](https://www.nmc.org.uk/registration/search-the-register/) | ✓ |  |
| Mentor or teaching qualification |  | ✓ |
| Post graduate diploma or degree (Chronic Disease Management) |  | ✓ |
| Family planning qualification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working in a primary care environment | ✓ |  |
| Experience of working autonomously | ✓ |  |
| Experience of working as a practice nurse or community nurse |  | ✓ |
| Experience of infection prevention and control measures | ✓ |  |
| Experience of managing elderly and housebound patients |  | ✓ |
| Experience of quality initiatives, i.e., benchmarking |  | ✓ |
| **Clinical knowledge and skills** | **Essential** | **Desirable** |
| Clinical knowledge in the following:   * Wound care/removal of sutures and staples * ECGs * Venepuncture * New patient medicals * Immunisations (routine, childhood and travel) * Women’s health (cervical cytology, contraception, etc.) * Requesting pathology tests and processing the results, advising patients accordingly * Travel medicine | ✓ |  |
| Chronic disease management awareness for:   * Diabetes * Hypertension * CHD * Asthma * Spirometry | ✓ |  |
| Understanding the importance of evidence-based practice | ✓ |  |
| Understand the requirement for PGDs and associated policy | ✓ |  |
| Ability to record accurate clinical notes | ✓ |  |
| Ability to work within own scope of practice and understanding when to refer to GPs | ✓ |  |
| Chaperone procedure | ✓ |  |
| Broad knowledge of clinical governance |  | ✓ |
| Knowledge of public health issues in the local area |  | ✓ |
| Awareness of issues within the wider health arena |  | ✓ |
| Knowledge of health promotion strategies | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Effective time management (planning and organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Ability to follow clinical policy and procedure | ✓ |  |
| Strong IT skills, including clinical IT system user skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Experience with audit and able to lead audit programmes |  | ✓ |
| Experience with clinical risk management |  | ✓ |
| **Personal qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and co-operative | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Effectively able to communicate and understand the needs of the patient | ✓ |  |
| Commitment to ongoing professional development | ✓ |  |
| Punctual and committed to supporting the team effort | ✓ |  |
| Motivated, forward thinker |  | ✓ |
| Problem solver with the ability to process information accurately and effectively, interpreting data as required | ✓ |  |
| Ability to work under pressure/in stressful situations | ✓ |  |
| Effectively utilise resources |  | ✓ |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Occupational Health clearance | ✓ |  |
| Meet the requirements and produce evidence for nurse revalidation | ✓ |  |
| Evidence of continuing professional development (CPD) commensurate with the role of a Practice Nurse | ✓ |  |

Notes:  
  
The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.

# Annex C – Shortlisting form – Essential criteria

The essential criteria for the role of Practice Nurse are detailed below and are aligned to the person specification for this position. The candidate will be asked at interview for confirmation/examples of where they meet the essential criteria. Where applicable, the relevant documentation/certificates are to be supplied

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| **No** | **Essential criteria** |
| 1 | Registered Nurse [(Nursing and Midwifery Council)](https://www.nmc.org.uk/registration/search-the-register/) |
| 2 | Experience of working in a primary care environment |
| 3 | Experience of working autonomously |
| 4 | Experience of infection prevention and control measures |
| 5 | Clinical knowledge in the following:   * Wound care/removal of sutures and staples * ECGs * Venepuncture * New patient medicals * Immunisations (routine, childhood and travel) * Women’s health (cervical cytology, contraception, etc.) * Requesting pathology tests and processing the results, advising patients accordingly * Travel medicine |
| 6 | Chronic disease management awareness for:   * Diabetes * Hypertension * CHD * Asthma * Spirometry |
| 7 | Understand the importance of evidence-based practice |
| 8 | Understand the requirement for PGDs and associated policy |
| 9 | Ability to record accurate clinical notes |
| 10 | Ability to work within own scope of practice and understanding when to refer to GPs |
| 11 | Chaperone procedure |
| 12 | Knowledge of health promotion strategies |
| 13 | Excellent communication skills (written and oral) |
| 14 | Effective time management (planning and organising) |
| 15 | Ability to work as a team member and autonomously |
| 16 | Good interpersonal skills |
| 17 | Ability to follow clinical policy and procedure |
| 18 | Strong IT skills, including Clinical IT system user skills |
| 19 | Clear, polite telephone manner |
| 20 | Polite and confident |
| 21 | Flexible and co-operative |
| 22 | High levels of integrity and loyalty |
| 23 | Sensitive and empathetic in distressing situations |
| 24 | Effectively able to communicate and understand the needs of the patient |
| 25 | Commitment to ongoing professional development |
| 26 | Punctual and committed to supporting the team effort |
| 27 | Problem solver with the ability to process information accurately and effectively, interpreting data as required |
| 28 | Ability to work under pressure/in stressful situations |
| 29 | Flexibility to work outside of core office hours |
| 30 | Disclosure Barring Service (DBS) check |
| 31 | Occupational Health clearance |
| 32 | Meet the requirements and produce evidence for nurse revalidation |
| 33 | Evidence of continuing professional development (CPD) commensurate with the role of a Practice Nurse |

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| **Candidate** | **Criteria: place ✓ in the box if the candidate meets the criteria  or 🗶 if they do not** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **Overall score** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** | **18** | **19** | **20** | **21** | **22** | **23** | **24** | **25** | **26** | **27** | **28** | **29** |  |
| *A N Example* | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | 🗶 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | 🗶 | ✓ | *✓* | *✓* | *✓* | *✓* | ✓ | ✓ | ✓ | ✓ | ✓ |  |
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| *A N Example* | 🗶 | ✓ | ✓ | ✓ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 30/33 |
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# Annex D – Shortlisting form – Desirable criteria

The desirable criteria for the role of Practice Nurse are detailed below and are aligned to the person specification for this position.

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| **No** | **Desirable criteria** |
| 1 | Mentor or teaching qualification |
| 2 | Post graduate diploma or degree (Chronic Disease Management) |
| 3 | Family planning qualification |
| 4 | Experience of working as a practice nurse or community nurse |
| 5 | Experience of managing elderly and housebound patients |
| 6 | Experience of quality initiatives, i.e., benchmarking |
| 7 | Broad knowledge of clinical governance |
| 8 | Knowledge of public health issues in the local area |
| 9 | Awareness of issues within the wider health arena |
| 10 | Experience with audit and able to lead audit programmes |
| 11 | Experience with clinical risk management |
| 12 | Motivated, forward thinker |
| 13 | Effectively utilise resources |

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| **Candidate** | **Criteria: place ✓ in the box if the candidate meets the criteria  or 🗶 if they do not** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **Overall score** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** | **18** | **19** | **20** | **21** | **22** | **23** | **24** | **25** | **26** | **27** | **28** | **29** |
| *A N Example* | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | 🗶 | ✓ | ✓ | 🗶 | ✓ | 🗶 | ✓ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 10/13 |
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# Annex E – Practice Nurse interview questions

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| **No** | **Question** | **Appropriate responses** |
| 1 | To put candidate at ease, ask them to take a few minutes to tell you about themselves.  **Note**:  **This answer cannot be scored.** | *The ability to speak clearly and put together coherent and sensible answers. Candidate should try to answer questions about themselves without giving too much, or too little, personal information.*  *They may begin by sharing some of their personal interests and experiences that do not relate directly to work, such as a favourite hobby or a brief account of where they grew up, their education and what motivates them.* |
| 2 | Your previous experience gives you a good grounding.  Tell us briefly about your greatest achievement to date and what aspects went well and what aspects you learned from. | *An answer that is balanced between what he/she achieved and what they learned.*  *It would be unusual for a candidate not to have experienced something that they can take pride in and which they had areas of learning.* |
| 3 | What do you believe is the biggest challenge you might face should you be successful in your application for this post? | *A realistic and honest answer; this could be dealing with patients who are extremely emotional or distressed due to clinical conditions and how they can overcome this to deliver extremely effective care.* |
| 4 | How do you discuss complex, or sensitive healthcare information with a patient?  Provide an example | *Understanding of how complex medical data can be simplified into information patients can easily understand.*  *Examples could be drawn from previous experience, such as by utilising friends or family members to support the patient in understanding a treatment plan and the available options, especially if a significant diagnosis is being given.* |
| 5 | What do you believe the most important part of teamwork is? | *An honest answer.*  *The candidate should have a good understanding how important the whole team is. Furthermore, it should be emphasised that this role is key to both supporting senior management and the wider practice.* |
| 6 | Do you believe that ‘the patient is always right’, and what would you do if the patient was in fact wrong? | *Tact and diplomacy and the ability to investigate issues and present them without causing more problems, as well as their ‘service’ ethos and responsiveness to patient needs.* |
| 7 | Thinking of a situation when something went wrong with how you performed your work, what did you personally learn from this and did it result in any procedural changes at the organisation? | *Honesty and the ability to learn from mistakes and reduce risks to the organisation.*  *Knowledge of handling SEAs, audit and to reduce any risk to the practice.* |
| 8 | What is your greatest strength? | *An answer that shows that the applicant has the attributes for the job that will set them apart from other applicants.*  *Candidate should give examples of where they can demonstrate from past experience.* |
| 9 | What is your greatest weakness? | *Examples when, in annual appraisal, weakness may have been highlighted and what steps the candidate has taken to correct this.* |
| 10 | What are your personal goals and what is your five-year career plan? | *A motivated and driven individual who has a clear understanding of their own career development.*  *Also, that they are likely to stay long term (5+ years) with the organisation rather than move on after a year or so.* |
| 11 | What are your specialist interests and how do they align to the strategic aims of the organisation? | *An individual with a desire to learn specialist skills and someone who has researched the organisation and understands the aims and strategy of the organisation.* |
| 12 | What have you learnt about our organisation prior to attending this interview? | *A general awareness of the organisation, staffing and approximate list size, recent developments, etc.* |
| 13 | Why do you want to leave (or have left) your present job? | *An honest answer that reflects the individual’s specific circumstances which focuses on the future, i.e., career progression etc., and is direct and factual especially if the departure from the last job was not under the best circumstances.*  *Was the applicant fired/made redundant/had a clash of personalities? If fired, the applicant’s response should frame the situation to minimise any negative perceptions about their ability to perform in future jobs or their ability to connect with co-workers* |
| 14 | How do you handle stress and pressure? | *Candidate to give an example of when they have successfully handled stress in a previous position. Be wary of an answer that claims that they never, or rarely, experience stress.*  *Answer should ideally acknowledge workplace stress and explain how they overcame this or even used it to their advantage.* |
| 15 | How would you navigate a work dispute? | *Give a scenario to set the scene and expect an answer as to how they would comprehensively address the situation. Also expect an answer that details the outcome of their actions.* |
| 16 | Give an example of how would you organise your time. | *An honest explanation as to what works well for them and time management strategies including organisational capabilities.* |
| 17 | Describe a difficult work situation and how you handled it. | *There is no right or wrong answer to this question. As for the question on stress and pressure, the candidate should share an example of what they did in a difficult situation.* |
| 18 | What are your salary expectations? | *An answer in line with the advertised salary or, if it was caveated depending on experience, then the candidate to justify why they feel their experience warrants the salary they are requesting.* |

# Annex F – Interview scoring matrix

The interview scoring matrix details questions that have been answered for the role of Practice Nurse. Q1 not scored.

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| **Candidate** | **Grade each answer between 1-10**  **(1 being the lowest and 10 the highest)** | | | | | | | | | | | | | | | | | | **Overall score** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** | **18** |
| *A N Example* |  | 7 | 7 | 8 | 4 | 5 | 6 | 8 | 9 | 3 | 5 | 5 | 7 | 8 | 8 | 8 | 8 | 10 | 116/170 |
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# Annex G – Consent to obtain references

**This form is to be given to the successful candidate**

I hereby authorise [insert organisation name] to take up references from those suggested on my application form. It is understood that references may be obtained from either:

* My previous employer(s)
* My present employer (once the offer of employment has been confirmed in writing)
* A personal referee

It is agreed that should any further supporting information be required to process this application, this organisation is authorised to request additional references as deemed appropriate.

Print name:

Signature:

Date: