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**Job Description**

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| **Job Title** | Community Paramedic |
| **Band / Pay** | Up to £24/hour (dependant on experience) |
| **Hours** | Full time  (Compressed hours considered for the right candidate) |
| **Location** | Colne Valley Primary Care Network  Based at Freshwell Health Centre & Hedingham Medical Centre (STC) |
| **Contract** | Permanent |
| **Accountable to** | For HR purposes to the PCN Operations Manager  For Clinical services to the supervising/duty GP at the practice where they are placed and the PCN Clinical Director.  For Organisational and Administrative purposes to the Practice Manager of the practice in which they are placed  For INT Project work, to the INT Service Lead |

**MAIN PURPOSE OF THE ROLE:**

* The role will provide a primary care paramedic resource for patients, working in collaboration with other members of the practice, PCN and wider healthcare teams to deliver first-class clinical care.
* To work within the community, as an autonomous, accountable, primary care paramedic, in the provision of a holistic approach for patients including assessment, management and treatment, delivering high quality patient services
* To assess, manage, treat, refer and/or signpost patients/service users during home visits or those who attend surgery with undifferentiated or undiagnosed condition relating to minor illness or minor injury
* The post holder will use advanced clinical skills to provide education to service users, promoting self-care and empower them to make informed choices about their treatment

**CLINICAL RESPONSIBILITIES:**

* Managing and treating patients presenting with minor illness in their own homes or in surgery
* Triage and treat patients wishing to see a health care professional, making any necessary referrals to other members of the primary, community or secondary health care teams, including but not limited to, imaging, pathological samples onward referrals.
* To form an integral part of the innovative integrated neighbourhood team by managing a caseload of patients who fall within the remits of the project and are registered within the surgeries that you are allocated.
* Patients with problems needing referral to secondary care speciality should be discussed with the registered GP before making such referral. This excludes medical emergencies whereby the paramedic feels the patient needs emergency admission.
* Ensure clinical practice is safe and effective and remains within boundaries of competence, and to acknowledge limitations
* Advise patients on general health care and minor ailments, with referral to other members of the primary and secondary health care team as necessary
* Work from the surgery and within communities as an autonomous practitioner caring for patients and families
* Work as an autonomous practitioner, in accordance with the Health and Care Professions Council. Ensure that personal and professional clinical standards are maintained
* Undertake assessment for patients within the community and those attending the surgery, using diagnostic skills and initiation of investigations where appropriate
* Prescribe/issue medications as appropriate following policy, patient group directives NICE (national) and local clinical guidelines and local care pathways. (Where appropriately trained, qualified, and competent)
* Formally and informally impart knowledge and skills to colleagues promoting peer review and best practice within the work environment
* Communicate at all levels within the team ensuring an effective service is delivered
* Maintain accurate, contemporaneous healthcare records appropriate to the consultation
* Ensure evidenced-based care is delivered at the highest standards ensuring delivery of high-quality patient care
* Work within local policies and procedures (practice and PCN)
* Enhance own performance through Continuous Professional Development, imparting own knowledge and behaviours to meet the needs of the service
* Achieve and demonstrate agreed standards of personal and professional development in order to meet the needs of the service
* Participate in the audit process, evaluation and implementing plans, practice change using Quality improvement methodology in order to maintain and improve patient care and delivery
* Actively participate in mentoring and supervision, plus practice derived CPD opportunities
* Contribute positively to the effectiveness and efficiency of the team and work colleagues
* Undertake the collection and safe handling of pathological specimens including intravenous blood samples, swabs etc. Perform investigatory procedures needed by patients and those requested by the GPs (where appropriately trained, qualified, and competent)

**ADMINISTRATION AND PROFESSIONAL RESPONSIBILITIES**

* Participate in administrative duties relevant to your consultations and role in a contemporaneous and clear, professional manner.
* Ensure the clinical computer system is kept up to date, with accurate details recorded and amended
* Ensure accurate completion of all necessary documentation associated with patient health care and registration with the practice
* Ensure collection and maintenance of statistical information required for regular and ad hoc reports and audit i.e: using System one / SNOMED coding.
* Attend and participate in practice/PCN meetings as required
* Restocking and maintenance of clinical areas, kitbags, and consulting rooms
* Adhere to the HCPC standards of proficiency & HCPC standards of conduct, ethics, and performance.

**TRAINING AND PERSONAL/PROFESSIONAL DEVELOPMENT**

* Training requirements will be monitored by yearly appraisal and will be in accordance with practice/PCN requirements.
* 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/PCN as part of this employment
* Personal development will be encouraged and supported by the practice & PCN.
* It is the individuals’ responsibility to remain up to date with local & national developments, this will include for example, clinical updates, NHS, operational, IT, Infrastructure, or other updates relevant to the role or wider paramedic profession.
* Participate in the education and training of students of all disciplines and the introduction of all members of the practice/PCN team where appropriate
* Maintain continued education by attendance at courses and study days as deemed useful or necessary for professional development, ensuring PREP requirements are met
* If it is necessary to expand the role to include additional responsibilities, full training will be given
* Develop and maintain a Personal Learning Plan & CPD portfolio
* 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

**LIAISON**

* Work closely with the multi-professional, management and administration teams to ensure the smooth running of the practice, reporting any problems encountered to the relevant person and ensuring everyone is aware of the different roles within the team
* There is also the need to establish and maintain good liaison with other surgeries and agencies, including but not limited to secondary and social care

**MEETINGS**

* It will be necessary to attend and contribute to various practice and PCN meetings as requested. The only reason for not attending will be annual, study or sick leave

**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 to 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 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

**DATA PROTECTION**

You must not at any time use the personal data held by the organisation for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act, then you must contact your line manager or appropriate senior lead at the time.

**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 recognises 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

**QUALITY**

Under supervision and support of GPs in the practice, the post-holder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of Clinical Governance, 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
* Participate in clinical governance activity and contribute to the improvement in quality of health outcomes through audit and the Quality and Outcomes Framework
* Participate in Significant Event Analysis reviews
* Effectively manage own time, workload, and resources. He/she will also contribute to the overall team-working of the Practice putting the needs of the Practice first
* Participate and contribute to the practice/PCN achieving other quality standards such as (but not limited to) ISO 9001, Investors in People, RCGP Quality Practice award

**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
* Recognise people’s needs for alternative methods of communication and respond accordingly

**CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES**

The post-holder will:

* Apply practice and 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

**GENERAL DUTIES**

To behave in a professional way at all times that encourages quality care and the development of a team spirit. To triage, assess, treat, manage, refer, and care for patients that refer to our services in a clinic environment or as an acute home visit.

This role also forms part of an integrated neighbourhood team project, spearheaded by the PCN. The project aims to provide joined up, holistic care to the frailest members of our community and is measured in terms of quantitative success by reducing hospital admission rates, re-admission rates and GP contact rates within this cohort. Time will be provided within your working days to fulfil this workload. Whilst this project is fully expected to continue, over time, national and local focus may alter, and you will be expected to adapt to new projects and objectives as the needs of our communities develops.

**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

**FLEXIBILITY**

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude towards the duties outlined which may be subject to amendment at any time in consultation with the post-holder and in line with the needs of the organisation.

The post holder may be required to fulfil other duties, as agreed with the practice manager/ PCN operations manager to meet the needs of the organisation. This may involve travel to other sites within the organisation.

**PERSON SPECIFICATION**

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| **CRITERIA FOR SELECTION**  (Justifiable as necessary for safe and effective performance**)** | **ESSENTIAL REQUIREMENTS** | **DESIRABLE/ADDITIONAL REQUIREMENTS**  (Where available, elements that contribute to improved/immediate performance in the job) |
| **Qualifications:** | * Registered Paramedic educated to degree/diploma level in Paramedicine * Clinical skills qualifications or evidence of equivalent experience | * Minor Illness Module (Level 7) * V300 Non-Medical Prescribing |
| **Clinical Experience:** | * 2 years consolidation of learning period completed as a newly qualified paramedic * A further 3 years’ experience as a band 6 (or equivalent) paramedic * Clinical examination skills * Management of patients with common acute medical conditions * Management of patients with long-term conditions * Knowledge of NHS * Understanding of the current issues and challenges facing primary care * Experience of working to protocols, guidelines, and Patient Group Directives | * Management of patients with complex needs * Experience of preventative medicine and chronic disease management * Experience of working to achieve standards within the Quality and Outcome Framework (QOF) * Recent experience of working in UK General Practice environment * 2 years’ experience of working as an emergency care practitioner in one of the following: - * General Practice * WIC/MIU * GP OOHs * A&E * 5 years post registration experience of which 2 years will have been spent in primary care, A&E unscheduled care or related field. * Advanced clinical practice skills |
| **Professional and Multi-disciplinary team working:** | * Ability to work well with colleagues and within a team |  |
| **Organisational Skills** | * Ability to organise and prioritise workload effectively * Ability to work under pressure * Ability to exercise sound judgements when faced with conflicting pressures * Confident in using Email * Excellent record keeping skills * Sound IT knowledge | * Proficient in use of a GP IT systems e.g., SystmOne, Ardens, AccuRX |
| **Clinical Effectiveness:** | * Evidence of continual learning and development | * Experience of conducting clinical audit |
| **Personal Attributes:** | * Ability to work flexibly to meet the needs of the Practice/PCN * Highly motivated * Energy and enthusiasm and the ability to work under pressure * An enquiring and critical approach to work * Caring attitude to patients * Ability to communicate effectively with colleagues, patients, relatives, and agencies * Commitment to Continuing Clinical Education and professional Development * Ability to work autonomously |  |
| **Communication & People Skills** | * Excellent communication skills * Ability to evidence in writing, verbally and through listening skills, personal understanding, and use of English language * Enthusiastic and committed |  |
| **Personal Circumstances:** | * Able to pass pre-employment checks * UK driving licence * Access to vehicle which will be used for conducting home visits on a daily basis |  |