

Emergency Care Practitioner/Paramedic - Job Description

Responsible to: This role is directly employed by the North West Leicestershire GP Federation and the post holder will work for the North West Leicestershire PCN.

Job Summary

The post holder is an Emergency Care Practitioner/Paramedic, who acts within their professional boundaries, supporting and working alongside a team of paramedics and clinicians in general practice. In this role they will be supported by a clinical lead who will develop, manage, and mentor them.

The post holder will work as part of a multi-disciplinary team in a patient facing role. The post holder will take responsibility for areas of chronic disease management within the practice and undertake clinical assessments, diagnostics, and treatment either in the practice or at a patient's residence. To provide diagnostics, including normal and abnormal findings to relate them to a possible diagnosis. To use broad clinical guidelines (such as NICE), providing assistance and feedback where appropriate.

The post holder will provide primary support to general practice staff with regards to accurately triage and prioritising patients, including in emergency situations demonstrating the use of a variety of techniques to elicit the history of an event/illness, including past medical/drug history while addressing both public and social care needs of patients in the GP practice(s).

The post holder will provide clinical leadership as a Paramedic, seek quality improvement, and manage some aspects of the quality and outcomes framework to enhance services.

The post holder will ensure that the practice integrates with community and local service providers to help utilise skill mix, improve patient outcomes, ensure better access to healthcare, and help manage workload. The role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent service within general practice.

The post holder will be required to identify any signposting, referrals, hospital admission or any other services identified within the care/healthcare pathway.

To advise and provide support to members of the public/patients in leading healthy lifestyles, disease prevention and health promotion.

To maintain, update and monitor accurate systematic patient records of patient interactions, clinical care provided including adverse events.

Primary Duties and Areas of Responsibility

The focus of the post holder's work will depend on the qualifications, skills and experience of the individual and the needs of the Practice both of which may develop over time. Therefore the breadth of duties are outlined below:

Patient examination	Assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis. Clinically examine and assess patient needs from a physiological and psychological perspective and plan clinical care accordingly.
Patient facing clinical review	Undertake clinical reviews with patients and produce recommendations for lifestyle changes, referrals, or medical advice.
Patient facing care home reviews	Undertake clinical reviews in care homes with patients and produce recommendations for lifestyle changes, referrals, or medical advice. Work with care home staff to improve safety and preventative techniques.
Clinical medication review	Prescribe and review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice
Management of common/minor/self-limiting ailments	Managing caseload for patients with common/minor/self-limiting ailments while working within a scope of practice and limits of competence. Signposting to community pharmacy and referring to GPs or other healthcare professionals where appropriate.
Patient facing support	Provide patient facing clinics for those with questions, queries, and concerns about their conditions/treatment in the practice.
Telephone support	Provide a telephone help line for patients with questions, queries, and concerns about their health conditions/treatment.
Medical information to practice staff and patients	Collaborate with other members of the Primary Care Network/Federation/Practice Team including doctors, nurses and other AHPs, accepting referrals and referring to them for specialist care & advice. Direct referral to and liaison with consultants and other professional agencies.

Signposting	Ensure that patients are referred to the appropriate healthcare professional for the appropriate level of care within an appropriate period of time e.g. pathology results, common/minor ailments, acute conditions, long term condition reviews etc.
Service development	Contribute practitioner advice for the development and implementation of new services that have health components (e.g. advice on treatment pathways and patient information leaflets).
Information management	Analyse, interpret and present patient data to highlight issues and risks to support decision-making.
Implementation of local and national guidelines and formulary recommendations	Assist practices in seeing and maintaining a practice formulary that is hosted on the practice's computer system. Auditing practice's compliance against NICE technology assessment guidance. Provide newsletters or bulletins on important prescribing messages.
Education and training	Provide education and training to primary healthcare teams on therapeutics and emergency care/paramedic duties.
Care Quality Commission	Work with the general practice team to ensure the practice is compliant with CQC standards where Paramedics are involved.
Public health	To support public health campaigns. To provide specialist knowledge on all public health programmes available to general public.

Knowledge, Skills and Experience Required

The post-holder will:

- Have completed a Diploma in Primary & Urgent Care Examination Post-Registration with minimum 3 years' experience in an appropriate clinical setting.
- Professional registration with the Health & Care Professions Council (HCPC).
- Have a minimum of 2 years' experience as a paramedic, demonstrated within a practice portfolio.
- Have experience and awareness of the breadth of common acute and long-term conditions that are likely to be seen in a general medical practice.
- May hold an independent prescribing qualification, or will be working towards an independent prescribing qualification.
- Have the ability to plan, manage, monitor, advise and review general care programmes for patients across core areas, including disease states/long term conditions.

- Recognise priorities when problem-solving and identifies deviations from normal pattern and is able to refer to seniors or GPs when appropriate.
- Be able to follow legal, ethical, professional and organisational policies/procedures and codes of conduct
- Involve patients in decisions about their care, treatment and supporting adherence as per NICE guidelines.

NB: it is anticipated that the level of qualification held may vary according to the level of position and the components of the role being carried out, see person specification

Collaborative Working Relationships

The post-holder will:

- Recognise the roles of other colleagues within the organisation and their role to patient care.
- Demonstrate 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. CCG's).
- Demonstrate ability to work as a member of a team.
- Be able to recognise personal limitations and refer to more appropriate colleague(s) when necessary.
- Actively work toward developing and maintaining effective working relationships both within and outside the practice and locality.
- Foster and maintain strong links with all services across locality.
- Explore the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
- Demonstrate ability to integrate general practice with community and hospital teams.
- Liaise with PCN and Practice colleagues;
- Liaise with CCG ECP's and Clinical Leads to benefit from peer support.
- Liaise with other GP Practices and staff as needed for the collective benefit of patients including but not limited to:
 - Patients
 - GP, nurses and other practice staff
 - Other healthcare professionals including CCG pharmacists, pharmacy technicians, optometrists, dentists, health and social care teams and dieticians etc.
 - Locality / GP prescribing lead
 - Locality managers
 - Community nurses and other allied health professionals
 - Community and hospital pharmacy teams
 - Hospital staff with responsibilities for prescribing and medicines optimisation

Leadership

The post-holder will:

- Demonstrate an understanding of the Emergency Care Practitioner/Paramedic role in governance and is able to implement this appropriately within the workplace.

- Demonstrate and understanding of, and contribute to, the workplace vision.
- Engage with Patient Participation Groups (PPGs) and involves PPGs in development of the role and practices.
- Demonstrate ability to improve quality within limitations of service.
- Review yearly progress and develops clear plans to achieve results within priorities set by others.
- Demonstrate ability to motivate self to achieve goals.
- Promotes diversity and equality in people management techniques and leads by example.

Management

The post-holder will:

- Demonstrate an understanding of the implications of national priorities for the team and/or service.
- Demonstrate an understanding of the process for effective resource utilisation.
- Demonstrate an understanding of, and conforms to, relevant standards of practice.
- Demonstrate an ability to identify and resolve risk management issues involving medicines according to policy/protocol.
- Follow professional and organisational policies/procedures relating to performance management.
- Demonstrate an ability to extend boundaries of service delivery within the team.

Education Training and Development

The post-holder will:

- Understand and demonstrate the characteristics of a role model to members in the team and/or service.
- Demonstrate an understanding of the mentorship process.
- Demonstrates an ability to conduct teaching and assessment effectively according to a learning plan with supervision from more experience colleague.
- Demonstrate self-development through continuous professional development activity; working alongside senior clinical pharmacist to identifying areas to develop.
- Participate in the delivery of formal education programmes.
- Demonstrate an understanding of current educational policies relevant to working areas of practice and keeps up to date with relevant clinical practice.
- Ensure there is appropriate clinical supervision in place to support development.
- Engage with the review and appraisal systems within the practice.

Research and Evaluation

The post-holder will:

- Demonstrate an ability to critically evaluate and review literature.
- Demonstrate an ability to identify where there is a gap in the evidence base to support practice.

- Demonstrate an ability to generate evidence suitable for presentations at practice and local level.
- Demonstrate an ability to apply research evidence base into working place.
- Demonstrate an understanding of principles of research governance.

Health and Safety/Risk Management

- The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.
- The post-holder will comply with the Data Protection Act (2018), General Data Protection Regulation (GDPR) (2016) and the Access to Health Records Act (1990).

Equality and Diversity

- The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

Respect for Patient Confidentiality

- The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Special Working Conditions

- The post-holder is required to travel independently between practice sites (where applicable), and to attend meetings etc. hosted by other agencies.
- The post-holder will have contact with body fluids i.e., wound exudates; urine etc. while in clinical practice.

Job Description Agreement

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Primary Care Network. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Network.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

**Personal Specification
Emergency Care Practitioner/Paramedic**

Criteria	Description	Essential	Desirable	Method of Assessment
Professional Registration	<ul style="list-style-type: none"> ▪ Professional registration with HCPC and no current issues under investigation 	E		A
			D	A
			D	A
Qualifications	<ul style="list-style-type: none"> ▪ Masters degree in Paramedic Science (or equivalent) ▪ Specialist knowledge acquired through postgraduate diploma level or equivalent training/experience ▪ Independent prescriber or working towards/intent of gaining an independent prescribing qualification. <ul style="list-style-type: none"> ▪ Have completed or currently engaged on MSc level Advanced Clinical Practice education 	E		C
			D	C
			D	C
Skills knowledge and experience	<ul style="list-style-type: none"> ▪ Minimum of 2 years post-qualification experience. ▪ In depth therapeutic and clinical knowledge and understanding of the principles of evidence-based healthcare. 	E		A
			D	I
		E		I

	<ul style="list-style-type: none"> ▪ An appreciation of the nature of GPs and general practices. ▪ An appreciation of the nature of primary care emergency care. ▪ Excellent interpersonal, influencing and negotiating skills. 	E		I
		E		I
Skills knowledge and experience continued.	<ul style="list-style-type: none"> ▪ Excellent written and verbal communication skills. ▪ Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. patients). ▪ Is able to plan, manage, monitor, advise and review general medicine optimisation issues in core areas for long term conditions. ▪ Good IT skills. ▪ Able to obtain and analyse complex technical information ▪ Recognises priorities when problem solving and identifies deviations from the normal pattern and is able to refer to seniors or GPs when appropriate. ▪ Able to work under pressure and to meet deadlines. ▪ Produce timely and informative reports. ▪ Gain acceptance for recommendations and influence/motivate/persuade the audience to comply with the recommendations/ agreed course of action where there may be significant barriers. 	E		I
			D	A
		E		I
		E		I
		E		I
		E		I
			D	I
		E		I

	<ul style="list-style-type: none"> ▪ Work effectively independently and as a team member. ▪ Demonstrates accountability for delivering professional expertise and direct service provision. 	E E		I I
--	---	--------	--	--------

1

Other	<ul style="list-style-type: none"> ▪ Self-Motivated ▪ Adaptable ▪ Full Driving Licence ▪ In date DBS ▪ Up to date safeguarding adult and children level three training (will be an essential requirement of role) ▪ Up to date Information Governance training ▪ Have immunisation status ▪ Up to date basic life support training 	E E E E E E	D D	I I A A C C C C
-------	--	----------------------------	------------	--------------------------------------

Assessment will take place with reference to the following information

A = Application form I = Interview P = Presentation T = Test C = Certificate