

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: FIRST CONTACT PRACTITIONER (PARAMEDIC IN PRIMARY CARE)

DEPARTMENT: Emergency Operations / Primary Integrated Care Service

REPORTING TO: Team Leader

AFC PAY BAND & ENHANCEMENTS: Band 7 + USH (section 2 AFC)

LINE MANAGER TO: N/A

DISCLOSURE & BARRING SERVICE LEVEL: Enhanced

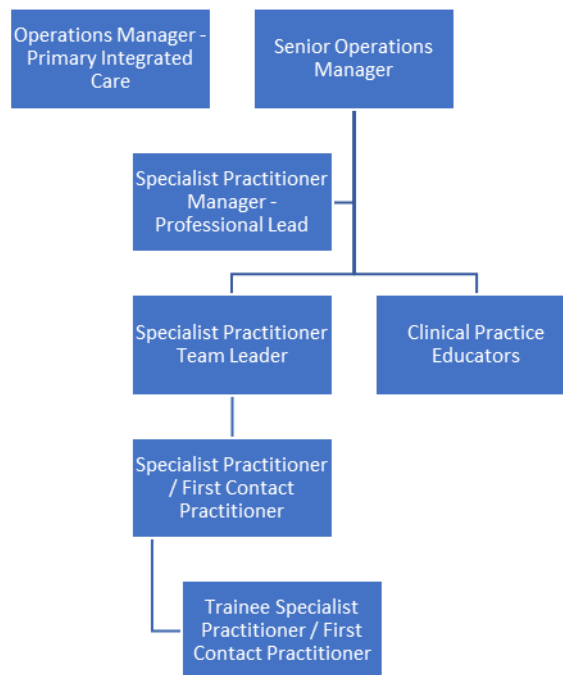
WORK PATTERN: Rota TBC

AGE RELATED DRIVING RESTRICTION: Yes

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

- Public
- GPs
- Hospitals
- Healthcare Professionals
- Trust Employees
- Primary Care

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

The First Contact Practitioner (FCP) Paramedic (Primary care) will provide 24/7 enhanced clinical support and supervision of staff across a range of clinical settings including Emergency and Urgent care, primary care and community care.

Working as an autonomous practitioner the FCP (Primary care) will provide advanced clinical management and co-ordination of complex and challenging care to patients in clinically demanding situations and environments. FCPs will be selectively targeted and deployed as a primary response, co-responder or additional resource and may rotate through a variety of Emergency and Primary care settings.

A highly proficient practitioner, the FCP (Primary care) will provide care and treatment to patients presenting with undifferentiated urgent and unscheduled care problems, managing patients in, or closer to home, presenting with chronic and long-term conditions, as well as minor illness and minor injury.

Clinicians at this level will exhibit an advanced breadth and depth of knowledge combined with critical thinking and expertise in patient assessment, point of care patient diagnostics and clinical interventions which will be supported by an extended scope of practice beyond that required for paramedic registration.

In addition, the FCP (Primary care) will be expected to develop knowledge and skills in identified areas of specialist practice and contribute to pan-service operational need, education, training, research and audit activity. This will include working outside and representing the organisation in other emergency and primary care settings.

MAIN DUTIES AND RESPONSIBILITIES:

Working arrangements

To practice autonomously and operationally work either as a solo responder or as part of a multi-person team, according to operational need, this may include:

- Provision of an operational response/clinical treatment to patients who may have presented through the 999 / 111 system; via a referral from a Health Care Professional; or through a walk-in clinic setting.
- To provide emergency clinical scene management, if first on scene in the case of multiple casualties, major incidents etc, in accordance with Trust policy and procedure, until relieved by an appropriate Incident Commander.
- To maintain timely communications with the Emergency Operations Centre/Clinical Hub, using any means available and appropriate during operational shifts, ensuring that the Emergency Operations Centre/Clinical Hub is aware of operational availability at all times.
- To undertake 'stand-by' duties as directed by the Emergency Operations Centre/Clinical Hub, in accordance with current policies and escalation procedures.
- To work on a rotational basis as required, in collaborative working partnerships; including G.P. Practices, Primary Care Centres, Walk in Centres, Emergency Departments, Minor Injuries Units etc. This may include requesting appropriate diagnostic tests as applicable to patient need, e.g. X-ray, Blood Test, ECG, to enhance patient care.
- To undertake duties in the Emergency Operations Centres/Clinical Hubs, in a clinical advisory capacity, triaging and prioritising emergency and urgent calls to determine appropriate Service responses. This includes assessment and co-ordination of clinical advice calls from operational ambulance crews and responders.
- To be expected to work in other areas of SCAS and/or the wider NHS to ensure optimum care delivery across SCAS, as well as to support staff development.

Clinical Service Responsibilities

- Demonstrate highly proficient, co-ordinated, and confident expertise in the delivery of evidence-based care.
- Respond to patients with undifferentiated and undiagnosed conditions and undertake assessment, investigation, treatment and care planning for a wide spectrum of patients utilising relevant evidenced based practice, local guidelines and enhanced scope of practice.
- Undertake complex assessment of the health and social care needs of patients, analysing these to ensure that the care planned meets the needs of the patient.
- Assimilate the assessment and examination findings of other clinicians in order to critically appraise the proposed care pathway and/ or interventions and where necessary provide an advanced lead in determining the overall plan/ pathway.
- Formulate and analyse care management plans incorporating a range of approaches, including situations where there is not an established pathway.
- Communicate care decisions to other clinicians clearly and concisely with a well-reasoned clinically focused rationale.
- Operate as an autonomous FCP utilising an advanced scope of practice and demonstrating clinical leadership and co-ordination skills in dealing with incidents or events, which may include liaison with ambulance service managers, other emergency services, specialist teams and other health care professionals.
- Provide advanced clinical advice in both face to face and remote scenarios (e.g. Clinical Hub, Clinical Validation Process).
- Demonstrate high levels of expertise in pre-hospital care and a range of acute and chronic conditions.
- Provide effective care and treatment to patients, through to discharge, minimising handovers to other services.
- Assist and participate in the utilisation of Specialist and Advanced Paramedic Practitioners as part of a rota in the Clinical Hub, as well as participating within the Clinical Validation Process for NQPs.
- Provide a senior clinical presence both operationally and within the clinical hub.
- Advise patients about promotion of health and prevention of illness and injury.

- Work collaboratively with other health and social care professionals, ensuring that a clear handover report (using the medical model) is provided when the patient is handed into the care of another health professional, this should record all pertinent patient information, in accordance with Trust procedure.
- To practice in accordance with protocol and current legislation governing the use of medicines, and prescription only medicines, including the storage/security and administration of such items.
- To respond to and communicate with patients, relatives, colleagues, other health professionals, other emergency responders and members of the public in a calm, caring and professional manner.
- To comply with HCPC professional code of conduct and all other codes of practice set out by HCPC.

Management / Leadership Responsibilities

- Lead and manage the delivery of clinical care at incidents where optimal patient care and outcomes require advanced clinical practice beyond the standard paramedic scope of practice. If required undertake an operational command role as per Trust Emergency Preparedness procedures as appropriate.
- Lead clinical audit and research work across the area. Critically appraise audit and research, interpret and contextualise findings in order to disseminate them to peers and colleagues as well as use new information in the approach to care delivery.
- Mentor, educate and guide new and junior qualified staff, student specialists/nurses/paramedics, technicians and ECAs.
- To support the work of the Clinical Mentors and Team Leaders by displaying active clinical leadership to staff, both in a clinical, operational and learning environment.
- To take responsibility for maintaining own personal and professional development, maintaining up-to-date knowledge base for clinical practice.
- Actively participate in review panels (Clinical Review Groups, Governance Meetings) considering clinical complaints and clinical incidents.

Policy and Service Development

- Actively participate in the design and delivery of policies, procedures and models of care which contribute to the delivery of high-quality patient care services across the organisation

- Participate in development and review of services, policies and procedures.
- Comply with Health and Safety at Work Act (1974), and SCAS local policies relating to a safe working environment.
- Comply with all appropriate, policies, procedures and guidelines.

Research and Audit

- Participate in the process of audits, benchmarking projects and research initiatives in the clinical environment, and the wider organisation/NHS where appropriate.
- Share and review good practice with professional colleagues in the clinical setting both within SCAS and the wider NHS.

Managing Resources

- Assist maintenance and budget control by ensuring effective use of resources.
- Ensure the cost-effective use of supplies and equipment.
- To carry out vehicle and equipment checks at the start of duty, in accordance with Trust/Make Ready policy and procedures, ensuring that the vehicle is roadworthy, clean (paying particular attention to infection control), stocked, faults or omissions reported, and all appropriate recording procedures completed. This includes equipment and premises when working in the clinic environment.

Management of information

- Ensure maintenance of up-to-date records and documentation, in line with HCPC guidelines and SCAS & wider NHS policies.
- Develop Information Technology (IT) skills to obtain and disseminate information.
- Use IT skills to store and retrieve clinical information on IT systems.
- To ensure that patient confidentiality is maintained at all times and that personal /clinical information is only disclosed in accordance with Trust policy, procedure and protocol and in accordance with Caldicott* guidelines, whilst ensuring that all appropriate information is recorded in a timely and efficient manner.

Education and Development

- Regularly contribute to clinical education and training for all grades of staff and participate in or provide advanced opinion to Clinical Team Leaders and other front-line clinicians.
- To maintain professional fitness to practice by maintaining registration of an appropriate professional body (HCPC), completing an annual competency review/clinical updates or other approved competency reviews.
- Undertake continuous professional development, maintaining a portfolio of practical and clinical evidence in accordance with the requirements of national and professional guidelines.
- Participate in an annual appraisal, managerial 1:1's, team time and undertaking regular personal evaluation and reflection on clinical performance and development needs, requesting support or guidance as necessary and in the spirit of the concept of lifelong learning.
- Constructively influence and where necessary direct the treatment options selected by staff at scene when there is a need to do so.
- Using reflective practice, mentorship, coaching and critical review processes, evaluate own performance and demonstrate commitment to research service development and lifelong learning.
- Foster the development of the above attributes in other staff, through the provision of mentorship, case review and other continuing professional development activities.
- Undertake mentorship, teaching and supervision of level 4, 5 and 6 clinicians (as defined by the College of Paramedics Career Framework), in particular clinicians developing competencies in primary care specialist and and/ or advanced practice.

Other Duties

- There are occasions when staff are required to take on additional roles which are not specifically part of the main job role, such as station duties which may include drugs and stores management, administration, health and safety checks etc.
- To perform other tasks in keeping with the role, as required by the line manager.

This job description is not comprehensive but contains the main responsibilities and functions of the post. Other reasonable duties may be required, in accordance with operational need.

* Caldicott Guidelines refers to the national guidelines for NHS workers in relation to patient confidentiality and Information Governance.

GENERAL INFORMATION:

Changes to this job description:

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

SCAS Core Values: Teamwork, Innovation, Professionalism, Caring.

Smoking:

South Central Ambulance Service operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

Health and Safety:

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

Infection Control

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding Children and Vulnerable Adults

Safeguarding Children and Vulnerable Adults: In accordance with Section 11 of the Children Act (2004) and Department of Health guidance 'No secrets' (2000). South Central Ambulance Service is committed to safeguarding and promoting the welfare

of Children, Young People and Adults. All staff working with these groups are expected to share a commitment to this. You will be expected to promptly report any concerns relating to the safeguarding of children, young people and / or adults in accordance with agreed policy and procedures. If your own conduct in relation to the safeguarding of children, young people or adults gives cause for concern the Trust's agreed Public Protection Procedures will be followed, alongside implementation of the Disciplinary Procedure where appropriate.

Confidentiality:

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

Development:

The post holder will be required to participate in relevant development activities and development reviews.

The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder

Name of post holder (please use capitals)

Signature of post holder Date