

Mossfiel Medical Centre

166 Heaths Road

Hoppers Crossing

VIC 3029

Job description for General Practice Nurse

Title: General practice nurse (GPN)

DIV1

Job summary

The post holder is responsible for the delivery of basic practice nursing services care to the practice population. Supported by doctors within the practice, they will deliver care within the boundaries of their role, focusing upon supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities. They will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing nurse leadership as required.

Clinical practice

Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being

- Implement and evaluate individual treatment plans for patients with a known long-term condition
- Identify, and manage as appropriate, treatment plans for patients at risk of developing a long-term condition
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Support patients to adopt health promotion strategies that encourage patients to live healthily, and apply principles of self-care
- Deliver opportunistic health promotion using opportunities such as new-patient medicals
- Provide information and advice on prescribed or over-the-counter medication on medication regimens, sideeffects and interactions
- Support patients to adopt health promotion strategies that promote patients to live healthily, and encourage principles of self-care
- Assess and care for patients presenting with uncomplicated wounds
- Support and advise women requesting information relating to family planning needs
- Support and manage health needs of women presenting for cervical cytology consultations
- Recognise, assess and refer patients presenting with mental health needs in accordance with the National Framework (NSF) for Mental Health
- Implement and participate in vaccination and immunisation programmes for both adults and children
- Advise, support and, where appropriate, administer vaccinations for patients travelling abroad
- Promote and deliver evidence-based care for patients presenting with aural conditions
- Assist senior practitioners in providing minor-surgery sessions

Communication

Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment

- Communicate with and support patients who are receiving ‘bad news’
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Utilise communication skills to support patients to adhere to prescribed treatment regimens
- Anticipate barriers to communication and take action to improve communication
- Estimate and maintain effective communication with individuals and groups within the practice environment external stakeholders
- Act as an advocate when representing the patients’ and colleagues’ viewpoints to others

Delivering a quality service

Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery of Victoria

- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to the Nursing and Midwifery of Victoria guidelines and evidence-based care
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
- Participate in the maintenance of quality governance systems and processes across the organisation and its activities
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other clinical teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Evaluate the patients’ response to health care provision and the effectiveness of care
- Support and participate in shared learning across the practice and wider organisation
- Participate in the management, review and identify learning from patient complaints, clinical incidents and near-miss events utilising a structured framework (eg root-cause analysis)
- Participate in the performance monitoring review of the team, providing feedback as appropriate
- Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate

Team working

Understand own role and scope in the organisation and identify how this may develop over time

- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice

- Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery Participate in team activities that create opportunities to improve patient care
- Participate in and support local projects as agreed with the practice management team

Management of risk

Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients

- 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
- Ensure safe storage, rotation and disposal of vaccines and drugs is undertaken. Where appropriate, oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements
- Undertake mandatory and statutory training
- Apply infection control measures within the practice according to local and national guidelines
- Apply policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all
- Participate in the local implementation strategies that are aligned to the values and culture of general practice

Utilising information

Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information

- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
- Manage information searches using the internet and local library databases, for example, the retrieval of relevant information for patients on their condition
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act
- Collate, analyse and present clinical data and information to the team using appropriate charts and/or graphs to enhance care

Learning and development

Act as mentor to students, assessing competence against set standards as requested and if appropriately qualified

- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
- Assess own learning needs and undertake learning as appropriate
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information
- Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning

Equality and diversity

Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity

- Enable others to promote equality and diversity in a non-discriminatory culture

- Support people who need assistance in exercising their rights
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers, participate in care and refuse care. Assist patients from marginalised groups to access quality care

Person specification

Criteria	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of needs of patients with long-term conditions • Aware of accountability of own role and other roles in a nurseled service • Knowledge of health promotion strategies • Awareness of clinical governance issues in primary care • Knowledge of patient group directions and associated policy 	<ul style="list-style-type: none"> • Ability to identify determinants on health in the local area • Knowledge of public health issues in the local area • Awareness of local and national health policy • Awareness of issues within the wider health economy
Skills	<ul style="list-style-type: none"> • Clinical skills – cervical cytology, immunisation and vaccination, ear care, minor surgery • Change-management skills and ability to support patients to change lifestyle • Communication skills, both written and verbal • Ability to communicate difficult messages to patients and families • Negotiation and conflictmanagement skills IT skills 	<ul style="list-style-type: none"> • Uses initiative • Gets on well with people at all levels
Qualifications	<ul style="list-style-type: none"> • Ability to work core hours • Flexibility for cover 	<ul style="list-style-type: none"> • Membership of a professional body
Other	<ul style="list-style-type: none"> • Flexibility • Enthusiasm • Team player 	<ul style="list-style-type: none"> • Positive role model

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Induction Package

Introduction to immediate practice colleagues

Practical information:

- tour of the premises
- health and safety – fire exits, fire extinguishers, first-aid kit
- toilets and hand-washing facilities
- office equipment (eg fax, photocopier)
- tea/coffee facilities
- locker/changing facilities
- patients, staff and visiting health professionals

So let's start -

- training in use of computer systems
- introduction to wider practice team
- reading of practice policies and guidelines
- formal meeting with mentor to identify learning needs
- introduction to competence booklet for completion throughout probationary period
- brief history of the practice
- organisational chart including staff names and positions, areas of responsibility and how they like to be addressed (eg Dr Brown or Jane)
- practice leaflet to identify the range of services currently offered
- an opportunity to discuss working conditions, times, holiday entitlement, sick leave etc
- purpose and format of probationary period – this should include arrangements for regular feedback on
- performance so that the final feedback is no surprise to either party.

We will also look at -

- discussion of personal professional indemnity
- equal opportunities
- clinical procedures and protocols that apply to the post
- personal development review/appraisal system
- access to education and training, and identification of short-term and medium-term development needs
- attendance and participation in staff meeting
- consideration of mandatory training needs
- weekly meetings with assigned mentor and work on completing competence document to signify in what
- areas the new recruit is able to work unsupervised.

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