

General Practice Paramedic Job Description

Responsible to: OHP Supported PCNs

Accountable to: PCN Clinical Director

Professionally accountable to: PCN Clinical Director and or delegated Physician

Salary: Salary to be based on experience (£37,890 -£44,503)

Job Summary

The role will provide a specialist Paramedic resource for Health Care Professionals and service users, working in collaboration with other members of the Primary Care Network (PCN) Multidisciplinary Team (MDT). You will be required to work in all GP Practices within the PCN. The role will involve working as an autonomous, accountable Paramedic, in the provision of a holistic approach for individuals including assessment, diagnosis and treatment to deliver quality patient services.

The post holder will use advanced clinical skills to provide education to patients and service users, promoting self-care and empower them to make informed choices about their treatment.

The post holder will assess, diagnose, treat, refer or signpost patients and or service users who attend the surgery with undifferentiated or undiagnosed conditions relating to minor illness or minor injury. The post holder will coordinate telephone triage, taking clinical responsibility for all patients who have requested an urgent appointment.

The post holder will perform any other clinical and clinical administrative duties where trained and determined safe to do so by the organisation. This may include assisting with medical reports, safeguarding, and clinic support.

Scope and purpose of the role

A Paramedic is authorised to undertake treatments and procedures for which they are trained, and which are within the College of Paramedic Guidelines in line with the Health Care Professions Council (HCPC) standards framework. The postholder will have access to appropriate clinical supervision and an appropriate named individual in the PCN to provide general advice and support on a day-to-day basis.

- To deliver a high standard of patient care using advanced autonomous clinical skills with in-depth theoretical knowledge and evidence-based practice working with the support and guidance from the GPs and other Independent clinicians working within the PCN MDT.

- To manage a clinical caseload and deal with presenting patient's needs in both a PCN and general practice setting.
- To provide clinical leadership where appropriate within the MDT, supporting other members of the team to develop and maintain clinical skills appropriate to your role and expertise.

Primary Duties and Areas of Responsibility

1. Assess and triage patients, including same day triage, and as appropriate provide definitive treatment or make necessary referrals to other members of the PCN or practice team.
2. Advise patients on general healthcare and promote self-management where appropriate, including signposting patients to other community or voluntary services and to self-care.
3. Be able to:
 - i. perform specialist health checks and reviews
 - ii. perform and interpret ECGs; alongside other results as appropriate
 - iii. perform investigatory procedures as required
 - iv. undertake the collection of pathological specimens including intravenous blood samples, swabs, etc.
 - v. perform investigatory procedures needed by patients and those requested by GPs and the wider PCN
 - vi. perform a domiciliary (home) visit
4. Support the delivery of anticipatory care and end of life care plans and lead certain community services (e.g. monitoring blood pressure and diabetes risk of elderly patients living in sheltered housing).
5. Provide an alternative model to urgent and same day home visits for the PCN and undertake clinical audits.
6. Communicate at all levels across PCNs and other organisations, ensuring effective, patient-centered service.
7. Communicate proactively and effectively with all colleagues across the multi-disciplinary team, attending and contributing to meetings as required and accepting referrals and referring to specialist services where appropriate.
8. Prescribe, issue and review medications as appropriate following policy, patient group directives, NICE (national) and local clinical guidelines and local care pathways. This will be done in accordance with evidence-based practice and national and practice protocols, and within scope of practice N.B relevant if possesses prescribing qualification only.
9. Assess, diagnose, plan, implement and evaluate treatment and or interventions and care for patients presenting with an undifferentiated diagnosis, and patients with complex needs within the clinical and domiciliary setting.
10. Clinically examine and assess patient needs from a physiological and psychological perspective, and plan clinical care accordingly
11. Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care.
12. Take an active part in achievement of contractual markers.
13. Implement and participate in vaccination programmes as appropriate.

Quality Requirements

The post-holder will strive to maintain quality within the PCN, and will:

14. Enhance own performance through continuous professional development, keep up to date with current evidence-based practice, and impart own knowledge and skills to PCN colleagues to meet the needs of the service.
15. Recognise and work within own competence and professional code of conduct as regulated by the HCPC and College of Paramedics.
16. Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation.
17. Participate in research and utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
18. In partnership with other clinical teams, collaborate on improving the quality of health care responding to local and national policies and initiatives as appropriate.
19. Alert other team members to issues of quality and risk .

Administrative requirements

20. Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures.
21. Work in accordance with internal administrative systems relating to but not limited to the management of clinical data.
22. Send and receive written information on behalf of the patient, practice and PCN relating to the physical and social welfare of patients.
23. Work closely with other members of the MDT in the setting up and or improving of systems for monitoring and measuring performance against the PCN DES, QOF and any other relevant targets.
24. Ensure that all practice and organisational policies are fully implemented.

Training and Development

25. Participate in continuing professional development opportunities to keep up-to-date with evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP) utilising a reflective approach to Practice.
26. Undertake a variety of research and analysis tasks associated with the improvement of clinical care, medical diagnosis and treatment where appropriate using the following means.
 - a. Audit of clinical practice
 - b. Significant event review / root cause analyses
 - c. Review of relevant literature
 - d. Research unusual symptoms and treatment options through consultation with general practitioners, and the wider MDT.

27. Promote and support a learning culture within the PCN MDT and assist in clinical instruction, mentoring and supervision of medical, nursing or physician associate students and other learners that may periodically be attached to the PCN and partner practices.
28. Contribute to regular multi-disciplinary, PCN and OHP educational meetings.
29. Undertake Audits, Appraisals and teaching and mentoring staff.
30. Participate in Multi-Disciplinary Protocol guideline development as appropriate.
31. Work closely with other clinical staff and administrative managers in the setting up and or improving of PCN and practice systems for monitoring and measuring performance against PCN DES targets.

Professional

32. Registration with Health Care Professions Council (HCPC) to be renewed every 2 years to maintain registration.
33. Undertake statutory and mandatory training as required by the organisation.
34. Demonstrate clinical leadership.
35. Pro-actively promote the role of the Paramedic within the PCN, practices and OHP and externally to key stakeholders and agencies.
36. Respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.
37. Membership of the College of Paramedics Voluntary Register is not mandatory but desirable.

Communication and working relationships

Establish and maintain effective communication pathways with all OHP, PCN and Practice staff including MDT members such as pharmacists, Physician Associates, district nurses, modern matrons, health visitors etc.

Key Relationships

Key Working Relationships Internal:

- Leader for the multi-disciplinary team.
- GPs and General practice teams within the PCN
- PCN Clinical Director
- Multi-disciplinary team. members including but not exhaustive: Clinical Pharmacists, technicians, Physician Associates, Physios, Paramedics, Social Prescribing Link Workers, Care coordinators.
- OHP clinical and non-clinical staff.

Key Working Relationships External:

- GP practice and multi-disciplinary teams from neighbouring PCNs

- Service providers
- Social care
- Voluntary services
- Patients/service users
- Carers/relatives

Health and Safety/Risk Management

- The post-holder must comply at all times with the organisation and Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisation's Incident Reporting System.
- The post-holder will comply with the Data Protection Act (1984), The General Data Protection Regulations (2018) and the Access to Health Records Act (1990).
- The post-holder will comply with all necessary training requirements relevant to the role as identified by the organisation.
- To assist the with investigating untoward incidents or near misses in accordance with the internal Significant Events.

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 always respect patient confidentiality and not divulge patient information unless sanctioned by the requirements of the role.

Special Working Conditions

- This role requires you to travel between practices within the PCN and/or to make visits to patients who cannot attend the surgery. The post holder is required to hold a full, clean UK driving license and have access to a suitable vehicle with a valid MOT and covered by business insurance.

Job Description Agreement

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.

Person Specification

Element	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • BSc in a training programme approved by the College of Paramedics • Health & Care Professions Council (HCPC) registration • able to operate at an advanced level of clinical practice • Framework for Higher Education Qualification (FHEQ) Level 7 <i>or</i> Scottish Credit and Qualifications Framework (SCOF) Level 11 • 5 years post registration • Driving License and access to a vehicle 	<ul style="list-style-type: none"> • Pre-reg MSc in a training programme approved by the College of Paramedics • non-medical prescribing qualification • Evidence of verification against the paramedic primary care roadmap • Non-Medical Prescriber • Vaccination Qualifications • Membership of the College of Paramedics • BLS trainer • Advanced Clinical Practitioner
Knowledge and experience	<ul style="list-style-type: none"> • experience in managing a designated caseload using theoretical and practical experience, completing assessments, planning, implementing interventions, and evaluating outcomes aligned to care plans • working knowledge of the NHS, principles and values • ability to write comprehensive clinical notes, implement and evaluate care plans 	<ul style="list-style-type: none"> • working towards advanced clinical practitioner status • mentorship or supervisory skills training • be aware of data protection (GDPR) and confidentiality issues particularly within a PCN • cognitive behavioral and motivational interviewing approaches / skills • minor illness management • Telephone triage • Chronic Disease Management
Analysis skills	<ul style="list-style-type: none"> • ability to analyse and interpret complex/ often incomplete information, pre-empt and evaluate issues, and recommend and appropriate course of action to address the issues 	<ul style="list-style-type: none"> • experience of working within a primary care setting • evidence of working across organisational boundaries within health and social care • independent thinker with good judgement, problem-solving and analytical skills • Experience of clinical audit
Communication	<ul style="list-style-type: none"> • excellent interpersonal and organisational skills • excellent interpersonal and communication skills, able to influence and persuade others 	<ul style="list-style-type: none"> • clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and

	<p>articulating a balanced view and able to constructively question information</p> <ul style="list-style-type: none"> • ability to negotiate effectively • build effective relationships with a range of stakeholders which are based on openness, honesty trust and confidence 	<p>concepts concisely and accurately for diverse audiences</p> <ul style="list-style-type: none"> • evidence of success in efficient and effective project and programme management • evidence of inspiring and motivating teams with the ability to communicate passionately, effectively and persuasively across a diverse set of stakeholders
<p>Personal attributes & abilities</p>	<ul style="list-style-type: none"> • strong and inspirational leadership • ability to co-ordinate and prioritise workloads – able to multi-task as well as be self-disciplined and highly motivated • commitment to quality and best practice • Flexible and adaptable • Team player • Willingness to attend meetings when required • Smart and presentable • A polite and helpful manner • Honesty and Integrity • A mature and responsible attitude to work 	<ul style="list-style-type: none"> • high degree of personal credibility, emotional intelligence, patience and flexibility • ability to cope with unpredictable situations • confident in facilitating and challenging others • demonstrates a flexible approach in order to ensure patient care is delivered