

JOB DESCRIPTION

JOB TITLE:	Advanced Practitioner/ First Contact Practitioner (FCP)	
DIVISION:	Therapy Services	
SALARY BAND:	8A	
RESPONSIBLE TO:	APP Lead	
ACCOUNTABLE TO:	Head of Therapy Services (Barnet and Chase)	
HOURS PER WEEK:	37.5	
MANAGES:	Directly:	
	Indirectly:	Band 6 MSK Band 7 MSK

JOB SUMMARY:

- To work as an autonomous practitioner providing advanced therapy assessment and management to a specific, highly specialised clinical caseload that frequently have complex and/or chronic conditions, without supervision; interpreting and analysing clinical and non-clinical data to form accurate diagnoses and prognoses.
- To develop comprehensive management and treatment plans, utilising a wide range of treatment skills to formulate a specialised empowering and progressive programme of care; communicating with other members of the MDT, referring practitioners, relatives and carers on the best course of intervention.
- To act as a clinical therapy lead for a designated specialist area , having a lead role on the clinical development of the service, monitoring and ensuring up to date and best practice is performed by all members of the team by undertaking supervision, mentoring, training and assessment of performance of such members regularly.
- To assist the Clinical Lead and APP lead in supporting the team leaders in the day-to-day operational management of the designated therapy service.
- To work as an APP, assess and manage patients, who frequently present with complex conditions, in Orthopaedic and/ or Rheumatology outpatient clinics after direct referral from their General Practitioner. This involves advanced clinical reasoning skills, requesting of investigations to assist in the formulation of a diagnosis whilst working unsupervised.
- To work as an FCP, assessing and managing patients who previously would have seen their GP, This involves advanced clinical reasoning skills, requesting of investigations to assist in the formulation of a diagnosis whilst working unsupervised

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and managing the care pathway.

- To practice as an independent prescriber to facilitate treatment and review of patients within the musculoskeletal service

Date of the JD review: February 2020

MAIN DUTIES AND RESPONSIBILITIES

Royal Free World Class Values

The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:

☐ **Welcome** all of the time ☐ **Confident** because we are clearly communicating

☐ **Respected** and cared for ☐ **Reassured** that they are always in safe hands

1. CLINICAL RESPONSIBILITIES

As a Clinical Specialist:

- To be professional, legally responsible and accountable for all aspects of own work, including the management of patients in own care and support staff in the specialist area to do likewise.
- To undertake highly advanced assessment, treatment and management of patients, who frequently have complex and/or long standing conditions. This will include patients who have had a number of unsuccessful interventions by other healthcare professionals, and will frequently include psychosocial, cognitive and emotional issues

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as well as physical components. Advanced investigative and analytical skills are required. To evaluate the outcome of intervention and revise the treatment plan accordingly.

- To interpret and analyse complex information based on clinical and non-clinical data to form accurate diagnoses and prognoses in a wide range of highly complex conditions. This will involve considering differential diagnosis. From this analysis, to recommend the best course of intervention, and to develop comprehensive management and discharge plans, including patient self-help strategies. This will frequently involve the use of highly advanced negotiating skills.
- To formulate individualised treatment plans, using highly developed clinical reasoning and utilising a whole range of treatment skills and options to formulate a highly specialised programme of care.
- To challenge a medical diagnosis or management plan when necessary in a constructive and supportive manner.
- To utilise highly skilled dexterity, co-ordination, palpatory senses and patient handling techniques including highly advanced manipulative and manual therapy skills to facilitate advanced assessment, diagnosis and treatment.
- To demonstrate evidence-based practice in the development and improvement of clinical practice of self and others through normal work practice and planned teaching sessions. Incorporate evidence-based practice into all aspects of patient care and demonstrate advanced clinical reasoning skills
- To be responsible for own timetable and workload; to decide priorities for own work area balancing professional and clinical responsibilities. This will frequently involve planning and co-ordinating complex issues and activities at short notice and will require use of advanced initiative, motivation and discretion skills. Support more junior staff to do likewise.
- To maintain accurate, comprehensive and up to date documentation, in line with legal and departmental requirements, and ensure that other members of the team do likewise.
- To provide spontaneous and planned advice, teaching and instruction to patients, relatives, carers and other professionals, to promote understanding of the aims and goals of therapy, ensure understanding of the condition and to maximise rehabilitation potential and empowerment. This will frequently involve communicating highly complex, challenging and highly specialist clinical information to individual or groups of patients in an understandable form requiring negotiation, persuasion, motivational and counselling skills.

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- To possess highly developed specialist knowledge, which is maintained by attending post graduate courses and lectures, in-service training, reviewing literature and using reflective practice; thus keeping up to date with evidence based practice and incorporating it as necessary into own work.
- To broaden, advance and develop clinical knowledge and skills by attending appropriate external courses as identified through appraisal e.g. MSc modules. Develop continuing professional development (CPD) in the specialist field to Masters level equivalent.
- To use an extensive range of advanced verbal and non-verbal communication tools to communicate effectively with patients who present with complex and chronic conditions to progress their rehabilitation and treatment programmes. This will include patients who may be distressed, antagonistic and have difficulties in understanding or communicating, e.g. patients who may be dysphasic, blind, deaf, depressed, angry, non-English speaking or unable to accept diagnosis.
- To deal with highly sensitive situations with patients, relatives and carers where communication is difficult and support other members of staff with these patients. For example, explaining and dealing with the implications of a diagnosis with a poor prognosis, explaining a long wait for treatment to a patient in pain, or dealing with patients in a highly distressed state.
- To assess patient's ability to understand proposed intervention, gain valid informed consent within a legal framework and have the ability to work with patients who lack capacity to consent to treatment. Ensure more junior members of staff do likewise.
- To have a lead clinical advisory role in the co-ordination and delivery of highly specialist rehabilitation services for specific chronic and/ or complex conditions and client groups e.g. persistent pain groups.
- To provide clinical guidance, highly skilled and specialist training and education to the health care team, including therapists, nursing and medical staff, which may include staff from outside the Trust.
- To ensure that self and other team members are able to identify those patients who pose a high manual handling risk. To utilise departmental systems and guidelines to facilitate manual handling risk assessments and develop treatment and management plans accordingly.
- To implement and follow through the Trusts informal and formal performance managing processes such as capability or disciplinary procedures as appropriate alongside the line manager. This will involve

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leading on informal disciplinary procedures and assisting and informing on formal procedures with the senior management team.

- Identify and alert senior management team to problems relating to adherence to service standards, activity levels, documentation and clinical standards.
- To support the team leads with screening and prioritising referrals for therapy treatment, including those of highly complex patients.
- To support the team leaders in the day-to-day operational management of the designated service in liaison with the Clinical Lead and Outpatient Therapy Services Lead Clinical Manager .
- To have a lead role in ensuring appropriate risk management occurs within designated area, such as risk assessment and timely completion of datix, formulation of management plans in conjunction with team leaders and Therapy Services Lead reporting back to senior management team and risk management departments.
- Establish and maintain communication with the therapy team, senior managers, patients/carers, and members of the MDT about routine matters that may be difficult, complex and stressful e.g. delivering presentations, performance management.
- To develop the service, create links and gain knowledge from other professionals in designated area by attending appropriate external lectures and meetings e.g. orthopaedic audit meetings or those run by special interest groups.
- To work on any of the Trust sites or any satellite or primary care site as requested.

As an APP/FCP:

- To work as an APP/FCP with highly advanced communication skills, extended clinical skills in assessment, investigation, diagnosis and management strategies.
- To assess patients, who frequently present with complex conditions, in Orthopaedic and/or Rheumatology outpatient clinics after direct referral from their General Practitioner. This involves working unsupervised but with access to medical support if required. This assistance may not be available immediately or on the same day as the clinic.

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- To take overall responsibility for the entire episode of patient care until discharge or referral to another member of the team, e.g. referral to consultant surgeon for surgical intervention.
- To extend the scope of therapy practice to be competent in the decision making process and ordering of any investigations necessary in order to reach a diagnosis or decide on the appropriate management of the patients' condition e.g. X-rays, MRI, blood tests, in line with local protocols and guidelines.
- To work as an FCP, assessing and managing patients who previously would have seen their GP. This involves advanced clinical reasoning skills, requesting of investigations to assist in the formulation of a diagnosis whilst working unsupervised and managing the care pathway.
- To communicate effectively and sensitively assessment findings and results of investigations, and their implications, to the patient and carer. This will often involve communicating unwelcome news regarding diagnosis or prognosis. This will frequently involve discussing distressing, difficult issues to enable them to make an informed decision regarding their management.
- To use advanced communication skills to persuade and motivate patients in a reassuring manner to gain co-operation for management where there may be significant barriers to understanding such as age, cognitive impairment, hearing impairment and denial.
- To exercise the highest degree of personal professional autonomy, involving highly complex facts or situations, which require analysis and interpretation of data and/or investigations, leading to the implementation of a treatment or management strategy for the patient.
- Communicate with members of the Orthopaedic/ Rheumatology / GP team when necessary, presenting clinical findings clearly and concisely so as to enable the consultant / GP to make a judgement on the necessity for other investigations outside of the APP/FCPs referral authority, or the appropriateness for surgical intervention.
- To make appropriate referrals to other specialities, departments and consultants as appropriate for the management of the patient using expert knowledge and advanced clinical reasoning skills.
- To communicate assessment findings, diagnosis and management plan to the GP/ patients in a timely manner. This will normally involve writing clear and concise letters but may also require verbal communication.

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- To maintain accurate and complete clinical records of the patient consultation
- To participate in appropriate CPD training to maintain skills to perform as a competent APP/FCP e.g. SIG courses, MSc modules, case discussions, clinic observation.
- To list patients for surgical intervention when assessed competent to do so.
- To assist the APP Lead in the development of protocols, policies and guidelines to support and promote the APP/FCP service.
- To triage the Trust's Orthopaedic referrals alongside an orthopaedic surgeon or experienced APP on a regular basis.

2. RESPONSIBILITY FOR PATIENTS

- To communicate sensitively with patients, relatives and staff, carrying out tasks such as explaining difficult diagnosis / prognosis to patients, dealing with staff problems such as poor performance and diffusing potentially volatile situations e.g. patient/carer complaints. This will involve frequent exposure to distressing situations, and occasional exposure to highly distressing or emotional situations including verbal and potential physical abuse.
- To carry out manual and therapeutic handling, including the use of therapeutic equipment, and running classes. This will frequently involve exerting moderate physical effort for several long periods on a daily basis, and will occasionally require short periods of intense physical effort.
- To carry out patient, staff and service related tasks, such as analysis and interpretation of clinical findings and managerial issues, answering frequent questions from more junior staff and responding to regular interruptions. There will be a frequent requirement for concentration where the work is unpredictable, and a regular requirement for prolonged periods of concentration.
- To communicate sensitively with patients, relatives and staff, carrying out tasks such as explaining difficult diagnosis / prognosis to patients, dealing with staff problems such as poor performance and diffusing potentially volatile situations e.g. patient/carer complaints. This will involve frequent exposure to distressing situations, and occasional exposure to highly distressing or emotional situations including verbal and potential physical abuse.

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- To be occasionally exposed to unpleasant working conditions such as contact with bodily fluids e.g. sputum, vomit, and dealing with clinical waste e.g. incontinence pads, foul linen. To occasionally be exposed to highly unpleasant / hazardous working conditions e.g. exposure to smell and contact with open wounds.
- To regularly work in conditions of extreme temperature and confined working spaces.

3. RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT

- To lead in the implementation of evidence-based practice from national and locally agreed best practice guidelines in conjunction with the senior team e.g. NSF and NICE.
- To propose, develop and implement policy or service changes which potentially impact on other parts of the service or wider NHS in conjunction with the Outpatient Therapy Services Lead.

4. RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- To support the Clinical Lead in monitoring the use of current equipment and in identifying new equipment needed. Identify and alert to potential clinical risks arising out of lack of equipment, poor practice, non-adherence or lack of appropriate policy within therapy service or within the organisation. In collaboration with the Team Lead, to ensure the competence and safe use of equipment by self and others through training and supervision of practice

5. RESPONSIBILITY FOR LEADING AND MANAGING

- To train, supervise, mentor, develop and performance manage other therapy staff and students within designated area or department, utilising formal appraisal documentation and KSF policy to identify and record others' training needs.
- To be a recognised source of clinical expertise, advice and guidance within the speciality for senior therapy staff working within the designated area.
- To support those staff members in the designated area who routinely undertake the clinical supervision of students. This would involve support with training, supervising or advice on performance
- To support new and rotating staff induction programmes as required.

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- To support senior staff in the organisation, delivery and attendance of mandatory training, in-service training programmes and external training as required.
- To participate in the staff appraisal scheme as both appraiser and appraisee.
- To take an active role in the organisation of external and internal courses and deliver training to therapy staff.
- To take a lead on implementing therapy services and practice developments based on current evidence based best practice guidelines in conjunction with other members of the senior team.
- To be actively involved in the recruitment and selection process of staff and other human resource issues.
- To assist in the operational management of a designated area of work. This would include monitoring the adherence to HR policies, monitoring and managing absence, leave, attendance at mandatory training and appraisal.
- To deal with verbal complaints with assistance from the Team Leaders and informing the Therapy Services Lead as appropriate. To assist in the investigation and management of formal complaints. This will involve negotiating skills and diffusing potentially volatile situations.

6. RESPONSIBILITY FOR INFORMATION RESOURCES

- To have a comprehensive and thorough knowledge of the Trust's Electronic Patient Records (EPR) system, the departmental electronic outpatient booking system (PAS) and e-mail communication..
- To possess advanced internet and database search skills in order to access the most current and relevant information in relation to knowledge, skills, evidence based learning and national guidelines e.g. NICE, NSF. To be able to effectively analyse and interpret data and recognise relevance to general practice.
- To possess good computer skills in programs such as Word, Excel and PowerPoint in order to input, access and analyse data as required for service needs and for staff performance, monitoring and training.
- To communicate assessment and treatment results to the relevant disciplines via the most appropriate methods e.g. electronically, written

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reports, letters, and medical notes and ensure self and others maintain high standards.

- To be actively involved in the collection of appropriate data and statistics for the use of the department and ensure that more junior members of staff do likewise.

7. RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT

- To comply with organisational, professional body and departmental policies and procedures, and to be involved with their review and development as appropriate.
- To use current audit, research and government guidelines such as NICE and NSF to recommend changes to service delivery, ensuring implementation of these in conjunction with the superintendent team when necessary.
- To initiate and undertake evaluation of the quality and effectiveness of an aspect of the therapy service and/or specialist area either individually or with senior team. This will involve the collection and monitoring of relevant data, introducing appropriate outcome measures, assisting in setting standards and participation in audit with a view to improving the service.
- To assist the senior management team in the strategic development of services within the designated area and take an active role in implementation of actions that result, particularly relating to new working practices.
- To initiate and actively participate in audit and evaluation projects related to designated service in collaboration with Service Lead.

GENERAL RESPONSIBILITIES

Infection Control

Infection control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.

- To work in close collaboration with the Infection Control Team.

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- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.
- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

Health and Safety at Work

The post holder is required to:

- Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

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Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary.)

Conflict of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

Equality and Diversity

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Vulnerable Groups

- To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000).
- To demonstrate an understanding of and adhere to the trust's child protection policies.

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Smoke Free

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

Standards of dress

All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder,

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