



Job Description and Person Specification

Job Description

Job Title	Virtual Fracture Clinic Practitioner
Band	Band 6
Hours	37.5 hours
Department	Physiotherapy
Division	CSS
Location / Hospital Site	University Hospitals Sussex NHS Foundation Trust – Worthing & St Richards Hospital, Chichester
Responsible to	Team Lead / Head of Physiotherapy
Accountable for	Junior Team members & Students (as delegated by Team Lead)
DBS Level	Enhanced
DBS Barring	Adult and Children
DBS Workforce	Adult and Children

Role Summary

As a member of the Virtual Fracture Clinic (VFC) team you will virtually assess, treat, and clinically manage patients with acute musculoskeletal injuries, mainly non-surgical fractures post emergency department review.

Your main role will be within the VFC; you will work with the team to manage and prioritise the clinical caseload, triage and assess patients over the telephone and provide treatment and advice in line with VFC guidelines.

The role includes supervising junior members of staff and students, initiating and participating in evidence-based projects, and contributing to the in-service training programme.

Worthing hospital is currently the base for this job but at times you will be asked to work from other hospital sites or from home (currently fortnightly but could be subject to change)

This job opportunity is open to all post graduate practitioners with applicable or transferable experience and not limited to physiotherapists.

Key Working Relationships

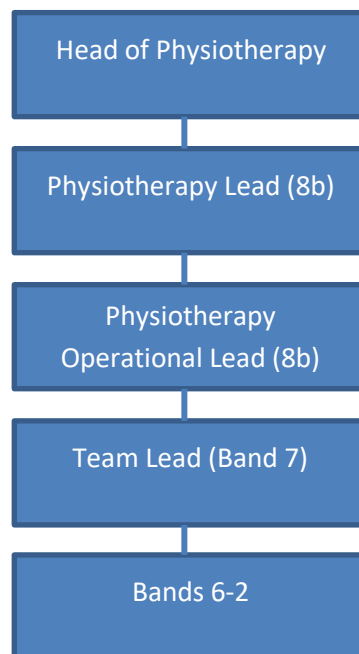
INTERNAL:

Trauma and Orthopaedic clinical and support staff, Emergency Department staff, Urgent treatment centre staff, Imaging departments, physiotherapy department, Plaster room and fracture clinic staff/Patients/ Carers/ Family

EXTERNAL:

GP surgeries, referral organisations e.g. Sussex MSK Partnership, neighbouring Hospital Trusts

Structure Chart



Main Duties and Responsibilities

- As an autonomous practitioner, to assess and treat a specialist caseload of Orthopaedic patients, who may have complex presentations or complications, without direct supervision from senior staff.
- To work alongside Orthopaedic Consultants, Advanced Clinical Practitioners, other members of the VFC team and the wider MDT.
- To seek assistance when/where necessary and understand own professional limitations.
- To prioritise referrals according to clinical need.
- Maintain contemporaneous written and digital records to trust standards of all clinical observations and interventions.
- Hold working knowledge of all systems used relating to management of patients. This includes VFC digital solution (currently Etruama), Careflow, Bluespier, Evolve, Affinity, Sectra and responsibility for learning new systems, as these are developed.
- To use advanced clinical reasoning skills to provide specialist support and advice to the A&E team and other professionals / medical staff.
- To provide a strong link between emergency, outpatient, and inpatient services.

- To assess, fit and evaluate orthotic devices including boots, braces, splints, slings etc as required with appropriate training.
- Select appropriate and individual treatment pathways e.g. onward referral to Physiotherapy, consultant led clinics etc following VFC management guidelines.
- To work alongside and support Band 7s and team leads in the planning and organisation of the team's activities and programmes.
- To be responsible for teaching, supervision, and appraisal of recently qualified members of the team and undergraduate students and be involved in the teaching of MDT staff.
- To adhere to Departmental protocols, Trust policies your professional Code of Conduct, and National Standards where they exist.
- To actively work to avoid unconscious bias when working with patients and staff.
- Committed to delivering patient focused approach and seamless care across professional boundaries, ensuring the safety, effectiveness, and efficiency of the service at all times.
- To promote and maintain collaborative working with other healthcare professionals and administration staff.
- Share responsibility with colleagues for patient and staff safety including maintaining a clean and tidy environment and equipment and liaising with estates and housekeeping where necessary.

Communication

- To liaise with other Physiotherapists regarding patient care and ensure appropriate follow up is arranged.
- To be an active member within the multi-disciplinary team and ensure effective communication with other professions both verbally and in writing e.g. medical notes and reports.
- To be able to communicate complex and sensitive information to patients, carers and other staff including imparting unwelcome news.
- To ensure timely and effective communication with the Physiotherapy Manager and Senior Staff on all professional matters.
- To maintain an accurate record keeping system in line with CSP standards and local guidelines.
- To attend and be an active participant in speciality, peer group and departmental staff meetings.
- To initiate and maintain contacts with local and national clinical interest groups, appropriate to the clinical field.
- To be able to motivate others through effective communication skills.
- Be aware of the standard information available for patients and use it appropriately.
- Use the electronic patient administration and record keeping system.
- Respond promptly to telephone enquiries / messages/ e mail received.
- Use a range of verbal and non-verbal tools to communicate effectively with patients who may have a variety of different communication requirements.
- To have effective telephone communication skills, thus enabling the assessing and giving of advice to patients over the telephone in the Virtual Fracture Clinic.

- To use effective communication skills to reduce actual or potential conflict situations that may occur with patients, relatives, colleagues etc.
- To actively work to avoid unconscious bias when working with patients and staff.
- To be aware of, and support service development, to ensure accessibility to patient information and services.

Service Delivery and Improvement

- To be responsible for implementing within your clinical practice, the relevant standards, and policies, including those applicable to the Trust, and wider policies and guidelines, for example set by the CSP / NICE etc.
- To ensure that as an individual practitioner the post holder advises the Team Lead and Physiotherapy Manager of any changes to the service to ensure quality and effectiveness of care for their patients.
- To work with the Physiotherapy team to provide an efficient and effective service.
- Be involved in the proposal/development and implementation of departmental policies, pathways, guidelines etc.
- To comply with fire, health & safety, universal precautions, infection control measures and all other departmental policies.
- To report all complaints/incidents to the immediate senior member of staff and document accordingly.
- To be aware of, and support service development, to ensure accessibility to patient information and services.
- To engage with local service improvement strategies such as patient first
- Actively look for opportunities to improve the service for patients and staff.
- To participate in audit and research to help improve and support services.

People Management and Development

- To ensure that junior members of the team are informed of developments and changes and that they work to these standards.
- To supervise junior Physiotherapists and Physiotherapy students on clinical placements.
- To be responsible to and deputise for the team lead in Orthopaedics.
- To participate in the Trust Appraisal Scheme both as an appraiser and an appraisee.
- To assist in the supervision and development of the junior Physiotherapists.
- To be responsible for the training of students on placement and juniors within the clinical area.
- To communicate on a regular basis with staff regarding the Trusts objectives, plans and business developments.
- To develop objectives for staff and to appraise staff at least once annually. To give staff ongoing support to aid them in achieving their objectives.
- To discuss expected outcomes of training and development activity with staff prior to attending training events.
- To discuss outcomes with staff after attending training and development activity and to assist staff to transfer, develop and use new skills acquired.
- To actively work to avoid unconscious bias and support equitable staff learning and development opportunities.

Patient Care Delivery

- To undertake the comprehensive assessment and treatment of patients including those with complex presentations.
- To demonstrate the Trust values and attitudes regarding the management of patients and everyday working with colleagues.
- To seek guidance from senior staff as required and to give guidance to more junior staff.
- To devise an individualised Physiotherapy management and/or treatment plan, using clinical reasoning skills to utilise a range of treatment options.
- To be able to devise and lead specialist Physiotherapy treatments
- To work with members of the wider multidisciplinary team to ensure a seamless delivery of care, provide advice and education within this forum, acting as an expert in your own professional field.
- To understand and be aware of health inequalities and suggest and support strategies to eliminate or mitigate these.

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘Excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation, we want University Hospitals Sussex to be.

Our mission and values are extremely important to us, and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion



Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	Working at a desk (standing or sitting), using telephones including headsets, occasional interaction with patients to fit orthopaedic splints, varying desks/chairs/screens
Emotional	Distressing case history and/or mechanism of injury. Relationships with colleagues
Mental	Busy clinical case-load
Working Conditions	Office based in clinical area (UTC), home working,

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	HCPC Registered or equivalent (e.g. NMC PIN)	AF	MCSP	AF
Experience/Qualifications	Health care professional Degree (BSc or MSc equivalent). UK registration	AF	Evidence of Post-graduate education such as post grad Diploma/ MSc modules.	AF
Skills (Non-Clinical)	Excellent IT, presentation, and teaching skills.	AF, I	Able to use spreadsheets, social media platforms and other related IT programs.	AF, I
	Experience of supporting, developing and training staff.		Understanding of the specific governance issues around virtual clinics	AF, I
	Documented evidence of recent speciality relevant CPD		Remain updated with professional practice and research	
	Evidence of Reflective Practice		Knowledge of broader departmental working National agendas NSF guidelines NICE guidelines	
	Understanding of equity, diversity and inclusion and how this applies to healthcare and supporting patients and staff		Experience of service development Evidence of research , audit and service development	
	Evidence of having undertaken own development to improve understanding of equalities issues			

Skills (Clinical)	<p>Proven clinical skills in speciality (orthopaedics, emergency care or equivalent)</p> <p>Evaluation of treatment intervention</p> <p>Analysis and assessment processes</p> <p>Clinical reasoning, decision making and problem solving</p> <p>Staff supervision</p> <p>Teaching experience</p> <p>Effective communication within MDT</p> <p>Handling day-to-day professional issues with colleagues</p> <p>Recognition of importance of team working</p> <p>Seeks help appropriately</p>	AF, I	<p>Experience of treating a variety of complex conditions within both Elective and Trauma Orthopaedics</p> <p>Orthopaedic X-ray interpretation through experiential learning or via short course/module</p> <p>Previous band 6 experience in speciality</p> <p>Experience of a Virtual Fracture Clinic</p>	AF, I
Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to role).	(I)		
People Management and Development	<p>Experience of appraising and supervising less experienced staff and students.</p> <p>Experience of developing and leading training sessions</p>	AF, I	<p>Experience of supporting / supervising staff with performance development needs</p> <p>Leanings Student placement</p> <p>Leadership and experience of first line management and assessment of junior and support staff</p>	AF, I

	Ability to manage a busy and complex caseload, and complete clinical and non-clinical duties.			
	Evidence of up to date CPD / portfolio etc.			
Specific Requirements	Team Worker Dynamic Empathetic approach Enthusiasm for learning Effective stress management Showing initiative Assertiveness Able to work autonomously Excellent communication skills	AF, I	Emotional resilience in stressful situations	AF, I
Other Qualities	Ability to adapt to fast pace working environment with frequent adjustments to pathways and protocols and working day.	AF, I	Includes reasons they are looking for a static position.	AF, I
Freedom to Act				

