

BrisDoc

Patient care by people who care



Meet Rhys Hancock
Director of Nursing,
AHPs & Governance

“Our Clinical Practitioners play a vital and expanding role in the success of our services. As part of our passionate and supportive MDT, your knowledge and experience has a major impact on patient experience, outcomes and safety.”

Clinical Practitioner (Prescriber or Non-Prescriber)

Responsible to: Lead Clinician for Respective Service

Hours: Full and Part-time, Portfolio roles, Fixed, Regular and Bank (ad hoc) shifts in and out of hours (Sessions, Days, Lates and Nights). Shift times negotiable.

Location(s) (subject to vacancies):

- Remote
- Charlotte Keel Medical Practice (CKMP)
- Broadmead Medical Centre (BMC)
- Homeless Health Service (Compass Centre)
- SevernSide IUC - Weekday Professional Line (WDPL)
- System Clinical Assessment Service (System CAS)
- IUC Out of Hours
 - Osprey Court (BrisDoc HQ - Whitchurch)
 - [168 Medical Group \(Weston-Super-Mare\)](#)
 - [Cosham Hospital](#)
 - [Knowle Health Park](#)
 - [Greenway Centre](#)
 - [Clevedon Hospital](#)

Please Note: Those recruited to a PCN ARRS funded position are subject to PCN T&Cs.



Core Benefits:

- Annual performance bonus scheme
- Annual training bonus scheme
- Co-owners bonus scheme
- NHS Pension
- Flexible working options
- Supervision, CPD and Development opportunities supported for all staff
- 25 days' annual leave + Bank Holidays (pro rata) rising to 27 with length of service

About BrisDoc:

BrisDoc is a proud provider of NHS Healthcare. We have been delivering 'patient care, by people who care' for over twenty years.

We run an exciting range of Primary Care Services, including an **Urgent Care Service**, **GP Practices**, and the **Homeless Health Service**. This enables BrisDoc to offer excellent healthcare 24 hours a day, 365 days a year to over one million people across Bristol, North Somerset & South Glos.

We're a **Social Enterprise** and an **Employee-Owned Business**. This means the decisions we make are for the good of our patients, workforce, and wider community. This involves prioritising the health of our patients, protecting our environment, and improving the social and economic status of our population. Our 'Community Fund' is a staff lead team who work closely with health-based charitable causes, both local and international, to invest time and money in improving the lives of people in disadvantaged communities.

By joining BrisDoc, you will be part of an innovative organisation that prides ourselves on being a fantastic place to work; somewhere that you will feel valued, supported, developed and part of a family. We strive to make sure every member of the team feels proud of the work they do and the service that we offer.

[Find out more >>](#)

Job Summary

This exciting, variable, and autonomous role requires the post holder to work effectively within their professional boundaries, focusing on the management of routine and urgent patient needs. The post holder will be responsible for the safe application of:

- History taking
- Clinical Assessment (remote and face to face)
- Critical thinking and decision making
- Diagnosis
- Treatment (including prescribing where able)
 - Non-prescribers will be supported with prescribing requirements via the Clinical Co-ordinator in IUC or prescribing colleagues in all other clinical areas
- Management (including safety netting)
- and Referral

The Clinical Practitioner will provide exemplary care for their patients, priding themselves on meeting population health needs. This will include consultation with patients who have reached a range of dispositions from 111 including primary care (1, 2, 6, 12- and 24-hour timescales), 999, Emergency Department and Emergency Treatment Centre as well as those who present to practices with routine or urgent needs. BrisDoc practice services specialise in providing high quality and accessible health care to vulnerable, marginalised and excluded groups. Clinicians will need to be focused on improving health inclusion and removing barriers to holistic healthcare.

Clinicians will be expected to consult and liaise with other community-based HCPs such as GPs, Paramedics and Nurses about patient management, admission avoidance and, where necessary, admission into secondary care.

While working autonomously and potentially in isolation, the post holder will work collaboratively with the wider clinical team (Nurses, Pharmacists, Paramedics, GPs, Consultants, Mental Health Practitioners, Operational Colleagues, and others) to support individual patients and the delivery of the right care first time.

BrisDoc are passionate about inclusion and diversity, welcoming applications from individuals of diverse background, as well as personal and career development and so all colleagues are encouraged and fully supported to work towards clinical development aspirations such as prescribing (where not already held), CPD to safely increase their professional boundaries or even ACP status. Supervision and development time is offered flexibly to all clinical staff.

Main duties and responsibilities:

Clinical

- Assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis, complex needs, acute and chronic conditions for both physical, mental health and psycho-social needs.
- Clinically examine and assess patient needs from a physiological and psychological perspective, and plan clinical care accordingly
- Diagnose and manage patient presentations, integrating both drug and non-drug-based treatment methods into a management plan
- Work with patients to support compliance with and adherence to prescribed treatments
- Provide information and advice medication regimens, side-effects, and interactions
- 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 promote healthy lifestyles, and apply principles of self-care
- To provide face-to-face and remote clinical assessment/treatment and management plans
- To provide clinical support to the range of other Health Care Professionals and operational colleagues within the team
- To undertake visits to patient's homes as required
- Compose and ensure robust safety netting and risk management for patients presenting to the service
- Make effective referrals to system partners and other care providers to ensure a holistic provision of care for patient's needs
- Participate in team discussions to ensure and drive best practice, using the best available evidence to provide exemplary world class care to every patient

Prescribers Only

- *Prescribe and review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice*

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, languages, and preferred ways of communicating
- Anticipate barriers to communication and take action to improve communication
- Maintain effective communication with all multi-disciplinary team members, as well as with external stakeholders

- Act as an advocate for patients and carers
- Ensure awareness of sources of support and guidance (e.g., PALS) and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate
- To be able to maintain accurate electronic written patient records for users of services provided
- To be aware of responsibilities under the Data Protection Act

Other responsibilities

The primary focus of this role is to provide clinical services to patients, however there are a wealth of opportunities to engage with and drive initiatives, take leadership development roles and contribute to service improvement.

- Ability to adhere to organisational policies
- Maintain active NMC or HCPC registration
- Continue to develop and expand own personal clinical expertise as autonomous/independent practitioner.
- Understand own role and scope and identify how this may develop over time
- In partnership with others, challenge and critically evaluate the boundaries of autonomous practice, such that patient access, choice and outcomes will improve
- Help in the development and evaluation of clinical guidelines, policy, competency tools and continuous improvement opportunities to support in the expansion of Health care professional roles in the delivery of optimal care
- Identify and perform audit relevant to clinical area in order understand current practice, review evidence-based research and drive improvement
- Develop own areas of specific clinical expertise to link acute, primary, community and emergency care sectors in expanding nursing and AHP practice across BrisDoc
- 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

Supervision and Support

- Clinical Practitioners working within SevernSide services will have access to and participate in service leading feedback from the Clinical Guardian solution. This provides regular peer to peer feedback on a random sample of notes for all BrisDoc clinicians which are reviewed against set criteria.
- All Clinical Practitioners will have access to and be expected to attend regular clinical forums and supervision both during shift and as a CPD offer which is multiple professional.
- The post holder will have access to Connecting Care, EMIS, Adastra, NHS Remedy, AccuRx (Picture and Video Consultation software), MiDoS, Toxbase, PACCS and the BrisDoc Clinical Toolkit to support clinical practice.

General Duties

You can read the full list of general duties and expectations via the link below:

www.brisdoc.co.uk/workwithus/general-duties

Person Specification

Criteria	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Current NMC or HCPC or Physician Associate Managed Voluntary Register (PAMVR) registration • Advanced Clinical Assessment, Reasoning and Clinical Decision Making or Physical Assessment and Clinical Reasoning qualification or equivalent experience and willing to work towards this qualification • BSc Qualification in a Clinical field or Biomedical science or equivalent experience • Ability to conduct remote consultation/assessment • Post registration (excluding newly qualified) experience in at least one of the following areas: <ul style="list-style-type: none"> ○ General Practice ○ Minor illness ○ Walk-in-Centre ○ A&E ○ 999/111 ○ Minor Injury Unit ○ Community ○ Out of Hours 	<ul style="list-style-type: none"> • Independent prescribing (essential for prescribing rates) • Experience in mental health assessment • Working towards MSc in Advanced / Specialist Practice or evidence of accumulation of relevant experience / knowledge (essential for prescribing rates)
Knowledge and Experience	<ul style="list-style-type: none"> • Knowledge of equal opportunities and its significance for health care • Understanding of legal and ethical issues / responsibilities relating to clinical practice and especially regarding autonomous practice and telephone assessment • Experience of working autonomously diagnosing, treating, and discharging patients • Experience of working in multi-professional and multi-disciplinary settings and contributing to effective team working • Knowledge in the delivery of Health Care Advice and Health Promotion 	<ul style="list-style-type: none"> • Experience of treating patients of all ages (from neonatal to geriatric) • Experience working with people with a forensic history • Experience in working with people who don't have English as a first language • Knowledge and understanding in meeting the needs of diverse groups • Experience in working with people experiencing domestic violence. • Familiarity with Adastra and/or EMIS
Skills, Abilities and Attributes	<ul style="list-style-type: none"> • Motivated by the provision of high-quality patient care • Good clinical judgment and decision-making skills • Ongoing commitment to personal development • Able to use own initiative and achieve measurable improvement against stated objectives 	

	<ul style="list-style-type: none"> • Able to work under pressure and to deal with emergency situations and/or difficult clients and stressful situations professionally • Organised, systematic, and flexible. Good time management being able to prioritise work and work under pressure • Excellent written, verbal, and interpersonal communication skills • Able to work within a team and give and take instruction as required. Able to quickly establish rapport and credibility with others in the team • Can reflect on own work and performance • Positive attitude towards innovations and change • Ability to recognise own limitations and act upon them appropriately • Able to remain impartial and non-judgmental during times of sensitivity, stress, and potential conflict 	
Other	<ul style="list-style-type: none"> • Ability to work flexibly in relation to the operational times of all our services (this may include some unsocial hours) • Ability to travel to other BrisDoc and external sites for meetings 	

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