

**Executive Lead Practice Nurse – Specialising in Diabetes.**

Vida Healthcare is currently looking for a reliable, hardworking and passionate person to join our team as a

* **First Class Clinical Exec Lead Nurse Diabetes Specialist**

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then this could be the ideal role for you.

You will be responsible for providing high quality specialty nursing service to patients, across our practices.

You can expect to be mentored and supported by Lead GP and Executive Nursing Team, whilst you are empowered to deliver care within the boundaries of your role.

Your focus would be to support patients to be healthy and to monitor long-term conditions. We conduct a wide range of health prevention and screening activities and you will be essential to this service to support and facilitate high quality individualised care to patients without supervision.

You must be able to work collaboratively with the general practice team to meet the needs of patients, and provide nurse leadership as required. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority. We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication and excellent attention to detail and commitment to quality of service delivery.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

Please apply by email to [anya.payne@nhs.net](mailto:anya.payne@nhs.net) with full CV or application form.

**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.

**JOB DESCCRIPTION**

Responsible to: Dr M Edris

Accountable to: Head of People and Governance and Operations Manager – People Focus

Salary: Band 6 / 7 (equivalent)

*Please Note – we have a 6 month probationary period for all new staff. It is an absolute priority that all new staff understand that it is an EXPRESS TERM in their Contract of Employment that a MINIMUM of four weeks’ notice MUST be given by either party, following the first month of employment. A Contract is the offer of a job role from us as the employer and the acceptance of that role by the employee. Simply put, that means that once you start working for us, you have a Contract of Employment.*

**Duties and Responsibilities**

**Job Summary**

## Responsible for leading the delivery of specialist practice nursing services care to the practice population for Diabetes management.

* Undertake a range of duties to ensure the effective delivery of care including undertaking specialist procedure, providing specialist advice, structured education and ongoing support to the patient group and their families on an individual need basis
* To co-ordinate Nurse development and clinical cover within the Diabetic team, participating in recruitment and absence management

## Deliver care within the boundaries of the role, focusing upon supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities.

## 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.

* To provide specialist knowledge and care to patients in the Practice
* To act as first point of contact to patients who have the need to access the service
* Accredited course in Diabetes Management at least at Diploma level

**Key Responsibilities**

**Clinical Practice**

* Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being within the diabetes and CHD team
* 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
* Initiate and support the delivery of both drug and non-drug based treatment plans following local and national policies and procedures whilst managing their own workload to deliver the practice priorities.
* 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, side effects and interactions
* Support patients to adopt health promotion strategies that promote patients to live healthily, and encourage principles of self-care
* Recognise, assess and refer patients presenting with mental health needs in accordance with the National Framework (NSF) for Mental Health
* Venepuncture
* Foot Examinations
* Teach patient to blood glucose monitor
* Teach family / carers to give insulin injections
* Educate patients to recognise possible problems / side effects and how to deal with these problems

**Delivering a quality service**

* Recognise and work within own competence and professional code of conduct as regulated by the Nursing and Midwifery Council (NMC)
* 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 interventions and specialist advice within the practice to promote flexibility and choice for patients
* Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation
* To monitor quality standard to provide optimum care for patients
* 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
* To monitor and negotiate sufficient appointments and time to meet patient needs

**Responsibilities for patient care**

* Use specialist knowledge and expertise to assess, plan and implement care interventions for patients.
* Use expertise to recommend adjustments/amendments to treatment plans in consultation with the patient and members of the multidisciplinary team as appropriate
* Use specialist knowledge and expertise to adjust insulin and hypoglycaemic agents with agreed guidelines.
* Participate in developing specialist programmes of care for a specific caseload to include treatment plans and education packages.
* Provide ongoing support to patients and their families/carers.

**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 lead, 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
* 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

**Communication and Relationship Skills**

* Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
* Communicate with and actively support and counsel patients, breaking ‘bad news’ and explaining treatment options
* Proactively support patients and career in coming to terms with their illness / condition, providing ongoing support
* Communicate effectively and is conveyed in a timely manner 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
* Act as a resource to provide specialist knowledge to the Practice 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
* 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**

* Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
* Maintain and be responsible for interpreting new and up to date knowledge in the specialist area, using information to affect change in practice and ensure the effective dissemination of new knowledge to ensure the Practice is up to date and in line with current thinking
* Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information
* Provide an educational role and specialist advice to patients, carers, families and colleagues in an environment that facilitates learning
* Act as mentor to students, assessing competence against set standards as requested and if appropriately qualified
* Assess own learning needs and undertake learning as appropriate

**Responsibilities for policy and service development implementation**

* Act as a coach and mentor to more junior staff
* Participate in developing specialist policies and procedures to ensure the effective delivery of care.
* Participate in implementing policy through the West Norfolk Diabetes Network Group and informing members of the multidisciplinary team of any changes.
* Participate in the developing of specialist policies and procedure to ensure the effective delivery of the service as required in NSF diabetes, QOF and local policies.
* Design and implement new services, in line with the business plan

**Analytical and judgmental skills**

* Monitor concordance against treatment plans through interpretation of test results, clinical findings and patients’ reporting/views.
* Consider a range of options and appraise each one when making decisions about changing care treatments
* Take remedial action if appropriate, based on knowledge and skills to adjust care packages. An example of this would be in the case of drug side effects.

**Responsibilities for financial and physical resources**

* Responsible for ensuring that the patient has adequate supplies of equipment and understands how to use it to enable them to carry out treatment plans.
* To use specialist equipment to assist in monitoring and diagnosis of patients.

**Responsibilities for human resources**

* Deliver specialist-teaching sessions to patients and multidisciplinary groups to increase awareness and ensure that appropriate care is given.
* Try and ensure cover is available in cases of long term absence of nursing team members.
* To participate in the supervision and mentoring of students, both nursing and medical, pre and post registration.

**Responsibilities for information technology**

* Responsible for providing accurate and timely records of patient care and performance using IT based system.

**Responsibilities for research and development**

* Will undertake audits to evaluate the effectiveness of care interventions.
* To participate in local audits.

**Freedom to act**

* Within the nursing speciality will plan workload using guidance, policies and Professional Code of Conduct in accordance with the needs of the patients.
* To use own judgement to define day to day work priorities.
* Is responsible for the adjustment of medication, following discussion with GP when appropriate. This is in conjunction with agreed titration policy.

**Physical effort**

* Will have direct and indirect patient contact, delivering care in accordance with the needs of the patient.

**Mental effort**

* Will participate in producing detailed specialist care packages and reports to ensure patients receive appropriate care.
* Will have direct patient contact including counselling and therapeutics teaching.
* Will initiate structured teaching (including session preparation) to mixed ability groups.

**Emotional effort**

* Need to support a caseload of patients through a range of treatments and experiences, some which can be distressing, life changing and distressing.

**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

**Other relevant duties as agreed with managers.**

The purpose should remain constant but the duties and responsibilities may vary over time within the role and level of the post.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| Knowledge | * Knowledge of needs of patients with long-term conditions specifically Diabetes * Aware of accountability of own role and other roles in a nurse led service * Knowledge of health promotion strategies * Awareness of clinical governance issues in primary care * Knowledge of patient group directions and associated policy | * Knowledge of CHD * 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 | * Relevant demonstrable experience and clinical skills with in Diabetes and CHD * Can demonstrate leadership skills * 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 conflict management skills IT skills * Can demonstrate using own initiative * Experience in working with diabetes technology and of delivering structured diabetes education | * Experience and clinical skills in CHD ( or willing to learn) * Gets on well with people at all levels |
| Qualifications | * Registered Nurse * Hold a recognised and accredited qualification in Diabetes | * Educated to a degree level * Membership of a professional body |
| Other | * Ability to work core hours * Flexibility for cover Flexibility * Enthusiasm * Team player * Be prepared to work across sites as and when required * Satisfactory Enhanced DBS check | * Positive role model |