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JOB DESCRIPTION

TRIAGE NURSE

JOB TITLE:

TRIAGE NURSE

REPORTS TO:

**Dr Antonia Bradley
(Clinically)**

**Gwyneth Gore
Practice Manager
(Administratively)**

JOB SUMMARY:

- To work as a Triage nurse supported by the GPs and Practice Nurses as part of the clinical care team aimed at delivering a high standard of care to the population of the practice.
- To provide a holistic approach to individuals that includes assessment and skills in triaging telephone calls, to evaluate the information given, using appropriate questioning, in order to reach a differential diagnosis.
- To act as an autonomous practitioner providing a comprehensive telephone triage and clinical assessment service to patients and/or their carers/relatives resulting in a safe and appropriate clinical decision.
- Function in a dynamic way ready to adjust to the changing needs of the client group.

Main Duties & Responsibilities

- Demonstrate critical thinking and diagnostic reasoning skills when making clinical decisions.
- Make professionally autonomous decisions for which you are accountable.
- Assist in the diagnosis and management of acute presentations and attend to the patient's response to this experience of illness.
- Initial assessment of patients to include history taking, interpretation of presenting symptoms, and diagnostic information to determine a differential diagnosis by telephone triage.
- Utilise clinical guidelines, protocols, policies, procedures and PGD in the assessments of need and delivery
- Delivery of appropriate diagnostic and therapeutic interventions under guidance ensuring patient safety.
- To provide advice and information in appropriate non-clinical language to empower clients to undertake self-care of their presenting clinical condition.
- To maintain accurate records of all clinical consultations and ensure that the NMC Professional code of conduct is adhered to.
- To establish effective networks with other health professionals and outside agencies.
- To participate in on-going audit and evaluation of the minor illness and triage service promoting continuous improvement
- To maintain accountability for own professional practice in line with the requirements of clinical governance and the NMC Code of Professional Conduct
- Prioritises all contacts as received and organises the allocation of consultation appointments and signpost to the most appropriate health care professional to meet their needs, i.e. GP appointment, home visit, Nurse appointment or HCA appointment etc.
- Work with other health professionals in adhering to 'referral pathways' and protocols for the delivery of quality patient care

- Integrates appropriate non-drug based treatment methods into a plan of management
- Provide health promotion and disease prevention information to all presenting patients
- Monitors workload situation at all times to ensure that all contacts are made within agreed standards and timescale.
- Provide basic general nursing care and assistance in emergency situations.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

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

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Knowledge, skills and abilities required (Training can be offered and arranged):-

- The ability to perform standard phlebotomy procedures and techniques
- The knowledge of appropriate blood taking procedures and handling techniques
- The knowledge of working within a sterile environment
- The ability to accurate record data - administrative tasks
- The ability to communicate effectively, both orally and in writing
- The knowledge of relevant clinical and patient care regulations, policies and standard operational procedures
- Full knowledge and understanding of the need for strict confidentiality in respect of access to medical records, Data Protection and the Caldicott Principles

Conditions of Employment

- Successful candidate will be offered Hepatitis vaccination, or must provide a record of previous vaccination
- To be registered with the Medical Defence Union (Group scheme in place)
- To undertake any training required to carry out the duties and to attend any up-date or refresher courses as required
- To maintain a record of personal training programme completed
- The practice will provide all training needs to ensure that the employee and patient's safety standards are adhered too
- To provide additional hours when and if required with prior notice from the Practice Manager
- To wear the supplied uniform and any other protective clothing required
- To work under supervision or independently when competent to do so

Working Conditions

- Work will be performed at both sites – The Medical Centre, Forest Road, Hay-On-Wye and the Medical Centre, Hay Road, Talgarth
- Some extended periods of keyboard skills
- Some standing and walking
- The post involves working with blood and blood-borne samples