

**Job description – Endoscopy Triage Nurse / Practitioner**

# Endoscopy Triage Nurse / Practitioner

**Reports to: Head of Nursing - Endoscopy**

**Working with:**

- Clinical Teams: Head of Nursing / Clinical Quality Nurse Specialists - Endoscopy
- Medical Director
- Clinical Leads / Clinical Endoscopists
- Endoscopy Pre-Assessment Team
- Operational Teams
- Client Groups including Patients and Host Trust / Health Board/GP's
- Patient Engagement Centre
- Clinicians and Referrers

## Introduction

Inhealth Endoscopy is a well-established independent provider in the community. The patient is at the core of everything we do, and the Endoscopy Triage Nurse role is a vital part of the patient pathway. It is essential to ensure patients undergo the most appropriate procedure based on their symptoms and are clinically suitable to be treated in a community endoscopy service.

## What you will do:

As part of the Endoscopy Triage team, you will review endoscopy referrals received by InHealth to ensure that all necessary clinical information is included, so a safe and appropriate triage decision can be made in line with national guidance. You will liaise with GP's, patients and clinical colleagues, such as endoscopists and nursing staff where required.

High quality clinical triage helps to ensure that patients are treated according to clinical priority and that capacity and resources are effectively utilised.

You will work in collaboration with other members of the triage team and partake in peer review audits and assessments.

This role will mainly be home based, however, you will be required to engage and collaborate with regular team's meetings / face to face meetings with occasional travel to our Head Office and other sites if required.

## Job description

### What you are responsible for:

- Providing a thorough review of the gastroenterology/endoscopy referrals received by InHealth ensuring referrals are appropriate and clinically complete and requesting additional clinical information where required.
- Ensuring that the referral is reviewed in a timely matter adhering to key performance targets for triage, where applicable.
  - Referrals included, include new, follow up and surveillance from various sources
- Ensuring that patients are listed for the most appropriate investigation depending on the reason for referral and presenting symptoms and in line with agreed protocols and National Guidance.
- Recording all steps of the triage process and decision making in the patient's electronic record within the XRM system or other systems as required.
- Obtaining a recent (within 3 months) eGFR result for all patients over 70yrs or with relevant pre-existing medical conditions who are listed for colonoscopy to ensure that they are suitable to undergo the required bowel preparation.
- Using Patient Group Directions (PGDs) and Protocols where required to arrange the supply of the correct bowel preparation medication to patients.
- Carry out brief telephone assessments using advanced communications skills, if required, where there is uncertainty over patient's suitability to be treated in the service, ensuring accurate records are kept.
- Refer to or seek advice from medical or nursing colleagues as and when necessary.
- Rejecting inappropriate referrals back to the referrer with concise information including reasons for rejection and alternative, appropriate referral route where required (secondary care, 2WW/HSC pathway etc)
- Maintain accurate and effective record keeping
- Recognise, record and manage incidents according to IH policy.

### What people see in you:

- A team player who is hardworking, reliable, trustworthy, kind, empathetic but also someone who can lead by example with clear directions.
- A caring and compassionate individual who puts patients' needs first
- A great communicator at all levels
- Someone who thrives on and is calm in challenging situations, working well under pressure
- A person who makes good business decisions
- Someone who is flexible and adaptable in their working hours
- Someone who can make decisions based on their professional judgement
- Someone who is accountable for their area of responsibility and demonstrates a high standard of attention to detail

## Job description

### You will:

- Maintain an active Nursing and Midwifery Council registration and be self-directed in maintaining own professional development and ensuring revalidation requirements are completed.
- Possess a thorough knowledge of gastroenterological conditions and endoscopy to establish whether the referral is appropriate for the service.
- Have a good knowledge and understanding of pathology tests and how the results may impact on the triage decision.
- Have a good understanding of the risks and actions around certain infection prevention controls, such as COVID-19, MRSA and TB.
- Be confident, independent and a problem solver.
- Have great organisational skills to successfully organise and arrange work for yourself and others in your team if necessary.
- Establish good communication links with patients and carers and joint working with other services across professional and organisational boundaries in order to provide a patient-centred service.
- Ensure that confidentiality of patients is key when handling patient data and communicating externally
- Work as part of a team ensuring effective communication between all areas of the endoscopy service.
- Keep up to date on national and local guidance related to the care of patients, national service frameworks, NICE/BSG Guidelines etc
- Teach and facilitate learning for other staff in undertaking triage where required
- Understand both the clinical and commercial elements of the service/contract and be able to respond quickly and efficiently if needed
- Understand the quality issues and clinical governance associated with endoscopy services
- Have a full understanding of the implications of the Data Protection Act, Information Governance Statement of Compliance and Caldicott Principles.
- Understand and be able to deliver on the Care Quality Commission fundamental standards for health care.
- Be professional and have cooperative attitude towards patients, and colleagues and have a willingness to embrace new thinking and new technologies.
- Show understanding of current NHS waiting time standards
- Attend and actively participate in relevant meetings as required
- Report any incidents using InPhase and escalate accordingly
- Show diligence in CPD, especially in Endoscopy
- Attend local and national training as required to ensure delivery of best practice

## Job description

### You have experience of:

- A variety of software and clinical IT platforms used within the service
- Experience in Gastroenterology and Endoscopy
- Telephone interactions with patients/GPs
- Demonstrating a wide general medical and endoscopy knowledge
- Interpreting and appropriately actioning any 'red flags' identified in referrals received
- Working autonomously
- Engaging and motivating team members.

**This is not a restrictive list of duties and all members of InHealth may be required to carry out additional tasks within their capability. All members of staff are required to participate in appraisals, self-development, mandatory and statutory training.**