

Job description

ENT Clinical Nurse Practitioner

Location: Manchester NWCATS and Southampton ENT

Working with: Audiology and ENT colleagues within service and modality, Operations Manager, Patients, NHS Colleagues (GP Practices, Local Hospitals, Local commissioners, Patient Referral Centre colleagues, Mobile Planning Team, and Central Head Office Functions)

Introduction:

InHealth sees more than 4 million patients each year and ENT Community is one of the busiest services that we provide. Our fully integrated ENT Service in Manchester and Southampton have been providing access to the community for over 8 years across 3 CCGs in Manchester and Southampton City. This has helped patients to timely access ENT care that are non-urgent and is accessible locally to the community. Our ENT/Audiology team members are a vital part of this service and are responsible for making sure our patients receive the best standard of care and the service runs smoothly and efficiently.

What you will do:

To collaborate closely with the multidisciplinary team to deliver a safe, effective, caring, and well-led environment which is responsive to patient, customer, and staff requirements. The post holder will take responsibility for triage of referrals and manage specific cohorts of patients managing the pathway from admission to the service through discharge as an autonomous practitioner in accordance with defined protocols. The post holder will be expected to take part in continuing professional development, clinical audit, and quality assessment activities.

Clinical/Technical

The post holder will:

- Take responsibility for delivering a safe, high-quality service to patients with ENT conditions referred to the Community ENT service.
- Undertake clinical triage and manage this in keeping with local policies & pathways in timely way.
- Manage own caseload of patients including initial assessment, further investigation, treatment, appropriate prescribing (PGD or Independent Nurse Prescriber) and follow up.
- Be an expert resource for other nurses, colleagues and patients within the service and organisation.
- Demonstrate advanced and specialist clinical skills in assessment, diagnosis, and treatment of ENT patients.
- Perform diagnostic and therapeutic interventions (including microsuction and Nasendoscopy) as per agreed competency level subject to assessment and sign off by Clinical Lead in ENT

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- Deal with complex clinical situations and onward referrals via the CaRP Process when required, ensuring effective communication with patients and families/carers and the receiving provider.
- Communicate effectively and professionally with all patients and staff.
- Work independently under the supervision of the ENT Clinical lead.
- Take part in the ENT team meetings, education, and audit meetings.

Safety and Protocol

- Understand and adhere to the Company's key Policies.
- Demonstrate safe, effective practice in line with the Company policies and procedures.
- Initiate and contribute to developing strategies to promote and improve the ENT service working closely with the management team.
- Practice and encourage economic use of resources.

Administrative.

- Excellent record keeping skills- ability to complete clinical history taking and complete clinical reports.
- Ensure Patient Information Systems are maintained with accurate and up to date record keeping.
- Understand and support Contractual KPIs
- Attend meetings with other providers as part of the Integrated care projects and work in partnership to create a seamless service for ENT patients.

Training and Development

- Take ownership and fulfil the requirements of any required Statutory and Mandatory training.
- Develop and maintain standards of care for ENT patient, promote quality and support evidence-based care and assist with change management where required relating to best practice.
- Participate in clinical audit for ENT which evaluates outcomes and experience of care and implement action plans to address any deficits identified.
- Contribute to developing an environment that encourages reflective practice through action learning, clinical supervision, and peer review.
- Identify own learning needs and plan, implement, and evaluate programmes of education to meet identified requirements for revalidation with NMC.
- Contribute to the development of pathways and protocols to ensure a seamless patient journey and high-quality patient experience in line with local and national agenda.

General

- Maintain personal profile on HR System to ensure all registration certification and personal details are correct.
- Maintain a high level of professionalism, customer care, and service provision.
- Report all incidents and complaints in line with Company Policy
- To adhere to the requirements of the Data Protection Act
- Ensure the smooth flow of clinical and administrative work.

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- Maintain a clean and safe working environment.
- Comply with ISO standards in respect of Information Security Management.
- Support the service to comply with CQC registration requirements.
- To participate in governance requirements to support the service e.g. Infection control audits, stock control, H&S audits, fire audits or medicines management.

You will:

- Demonstrate appreciation of patient care and confidentiality
- Understand the requirements of the Role of the Nurse in ENT
- Be confident when coaching and developing team members via training techniques.
- Be a team player that can motivate and lead, with a desire to exceed expectations.
- Have proven competency in verbal and written communication.
- Be able to organise effectively and prioritise workloads.
- Understand implications of the Data Protection Act and Caldicott Principles
- Exhibit and promote self-awareness, adaptability, and professionalism in the workplace.

You have experience of:

Skills –

- UK registered practitioner with NMC
- Non-medical prescriber or working towards
- Excellent verbal and written communication and interpersonal skills
- Evidence of clinical decision making
- Proficient IT skills
- Sound knowledge of clinical audit

Experience –

- Minimum 2 years post registration experience, preferably in ENT or an Outpatient environment
- Working within a hospital or mobile environment
- Working within a multi-disciplined team

Personal Requirements -

- Ability to provide guidance and mentoring to junior staff.
- A commitment to high quality services
- Ability to complete tasks to deadlines and to a specific standard.
- Demonstrable flexibility in approach to work
- Proven diligence in CPD activity
- Be prepared to undertake National travel to attend training courses.
- Be resident in an area which is commutable to the location of the role.
- Eligibility to drive in the UK (applicable to mobile roles)

