

Endoscopy Lead Nurse

Location: North Bristol Community Diagnostic Centre, Endoscopy

Reports to: Regional Operations Manager

Working with: Clinical Teams: Head of Nursing/ Clinical Quality Nurse Specialist, Medical Director, Operational Teams, Unit Service Manager and Senior Nurses, Administrative Team Lead, Stakeholders including Patients and Host Trust/Health Board, Head Office Support Functions, Business Development Team, Clinicians and Referrers, Patient experience centre

Introduction

InHealth Endoscopy is a well-established independent provider in the community. The patient is at the core of everything we do, and the Lead Nurse role is a vital part of the Endoscopy management structure, ensuring that patients receive the highest standard of care.

What you will do

As a Lead Nurse, you will ensure the delivery of a reliable and progressive clinical service with a team that strives to exceed patient expectations. You will provide leadership excellence in the clinical delivery of services across one site, ensuring a safe, high-quality clinical service is delivered within budget and to a high level of customer satisfaction, while leading teams of clinical professionals.

You will work in collaboration with your Regional Operations Manager and Unit Service Manager to ensure a well-led, patient-centred approach, providing senior clinical expertise in the day-to-day running of the service.

Providing clinical leadership, you will inspire and motivate your team to consistently deliver a safe and effective service every day.

You will be required to engage and collaborate through regular team meetings and face-to-face meetings, with occasional travel to our Head Office.

What you are responsible for Clinical

- Alongside the Unit Service Manager, provide oversight of day-to-day activities across the Endoscopy Unit, ensuring that key processes (decontamination, health and safety, procedure rooms, admission, recovery and controlled drugs management) are adhered to.
- Alongside the Unit Service Manager, deliver a safe, effective, caring and well-led environment that is responsive to patient, customer and staff requirements, in line with CQC requirements.

- Oversee the maintenance and cleanliness of the site alongside the Unit Service Manager, including defect reporting through regular site evaluations such as HQAs and National Cleanliness Standards assessments.
- Ensure all equipment meets clinical standards and is serviced in accordance with manufacturers' recommendations.
- Ensure effective clinical stock control.
- Oversee and ensure a consistent approach to clinical working practices across the team.
- Alongside the Unit Service Manager, oversee purchase orders, ensuring they are appropriately raised and goods are receipted in line with InHealth policies.
- Develop action plans where areas for improvement in performance are identified.
- Recognise, record and manage incidents in accordance with InHealth policy. Work with the Unit Service Manager to address clinical and operational incidents, including patient safety incidents and serious incident reports.
- Lead and support the Unit Service Manager in the submission of the annual JAG GRS Report Card to maintain accreditation and support the five-year re-accreditation inspection.
- Ensure the unit is fit for purpose by undertaking audits of practice and ensuring that action plans are implemented and completed within agreed timescales.
- Maintain clinical competence in diagnostic and minimally therapeutic endoscopy procedures.
- Undertake regular nursing shifts within the unit on a 50/50 split as service requirements dictate. This should be managed locally with the Regional Operations Manager to ensure appropriate clinical cover while allowing sufficient administrative time for management responsibilities.
- Complete and delegate clinical audits where appropriate.
- Participate in the quarterly Endoscopy User Group meetings with the Regional Operations Manager and Unit Service Manager.
- Support the safeguarding of children and vulnerable adults.

People

- Line manage the nursing team while promoting equality, diversity and inclusion. Providing leadership, guidance and direction.
- Proactively manage sickness absence, performance (including appraisals) and conduct matters in accordance with InHealth policies.
- Implement actions arising from staff survey results in collaboration with the Unit Service Manager and Regional Operations Manager
- Implement workforce planning in collaboration with the Regional Operations Manager and Unit Service Manager.
- Ensure all staff remain compliant with mandatory training requirements.

- Ensure all staff are working towards the competency completion in a timely manner and that all competencies are reviewed annually.

Attraction and recruitment

- Collaboratively lead recruitment activities within your area of responsibility alongside the Regional Operations Manager and Unit Service Manager.
- Deliver and manage excellent clinical candidate experience throughout the recruitment process including induction. Ensuring candidates are interviewed by an appropriately skilled panel.
- Review CVs in collaboration with the Regional Operations Manager and Unit Service Manager and arrange interviews directly with candidates.
- Make verbal offers to successful candidates alongside the Recruitment Business Partner to deliver an excellent candidate experience.
- Support pre-employment checks through People Services, following up with candidates where required.

Development

- Ensure completion of the local induction process for all new nursing starters, promoted nurses, transferees and agency staff nurses.
- Conduct annual and mid-year appraisal and Personal Development Plan (PDP) meetings, ensuring regular catchups with staff.
- Conduct and co-chair regular team meetings focused on development and continuous improvement.
- Complete management training to continually develop leadership skills, including performance management, difficult conversations, change management and digital capability.
- Investigate disciplinary, grievance and conduct issues, addressing performance concerns promptly, escalating where appropriate and conducting disciplinary investigations where necessary.
- Monitor and ensure mandatory, clinical and competency training remains up to date for all clinical staff.
- Ensure a robust competency assessment process is maintained within the team.
- Coach and mentor staff where required.
- Conduct an annual talent review in collaboration with the Regional Operations Manager and Unit Service Manager to identify development needs and support succession planning.

Retention

- Lead retention and engagement activities for staff, focusing on continual improvement of employee survey results.
- Manage absence levels to maintain safe staffing and minimise negative impacts on engagement and retention.

- Ensure objectives are clearly defined for all staff, including both the expected outcomes ("what") and behaviours ("how").
- Ensure timesheets and expenses are authorised by required deadlines to support timely and accurate payroll processing in line with policy.
- Support the successful integration of staff transferring internally or joining from other areas.

People Excellence

- Ensure all pre-employment checks have been completed before confirming start dates.
- Support workforce planning forecasts for current and future recruitment needs in partnership with the Regional Operations Manager.
- Ensure all absences and changes to employee data are appropriately recorded within iTrent through ServiceNow.
- Regularly review iTrent data to ensure employee records and reporting structures remain accurate and up to date.

Commercial and Operations

- Develop an understanding of unit financial performance and how operational decisions can positively or negatively affect outcomes with the Unit Service Manager
- Raise purchase orders, obtain approvals through finance systems and ensure receipting activities are completed on time.
- Ensure appropriate staffing levels are maintained to reduce agency costs. Any agency usage must be approved by the Regional Operations Manager.
- Ensure overtime is authorised in line with company policy.
- Drive efficiencies across all activities, including:
 - Stock cost savings.
 - Agency spend reduction.
 - Effective stock rotation.
- Monitoring minimum stock levels to prevent shortages.

Service Development

- Manage customer satisfaction and patient feedback.
- Drive the team to deliver an excellent patient experience with patient satisfaction surveys and associated reporting.
- Work closely with Unit Service Manager, Regional Operations Manager, Clinical Leads and the Governance Team to ensure complaints are managed in line with InHealth policy.
- Escalate issues to senior management where required.
- Use quality toolkits and audit tools to drive continuous improvement and maintain high standards.
- Understand and utilise the audit calendar and associated audit tools to drive quality improvements.

Supporting the CQC Registered Manager

- Support the Registered Manager in meeting the Care Quality Commission Fundamental Standards.
- Provide support during CQC inspections.
- Assist the unit in maintaining compliance with CQC requirements and other applicable audit standards.

Controlled drugs

- Support compliance with the Misuse of Drugs Act 1971, Misuse of Drugs Regulations 2001 (as amended), Home Office licence conditions, organisational policies, and internal Standard Operating Procedures (SOPs) relating to the management, storage, security, and record-keeping of Controlled Drugs.
- Work alongside the Service Manager and Regional Operations Manager to ensure Controlled Drugs are managed safely and securely in accordance with legislative and organisational requirements.
- Participate in and support routine Controlled Drug audits, stock reconciliations, and monitoring processes, ensuring any discrepancies, incidents, or concerns are reported promptly to the Service Manager and Regional Operations Manager and managed in accordance with organisational policy. Raising any incidents on the InPhase system.
- Ensure staff adhere to local Controlled Drug procedures and support the implementation of any actions arising from audits, incidents, or governance reviews.
- Escalate any concerns regarding Controlled Drug security, storage, record-keeping, or compliance to the Unit Service Manager and Regional Operations Manager without delay.

Compliance and governance

- Contribute to the local risk register in collaboration with the Unit Service Manager, Regional Operations Manager, Head of Operations, and Clinical Quality Nurse Specialists for Risk and Governance. Ensure underpinning risk assessments are reviewed annually, or sooner if required, and completed thoroughly and factually in line with Risk Register requirements.
- Contribute fully to the Endoscopy Team by supporting the development of corporate policies, procedures, and induction programmes.
- Ensure all clinical incidents are recorded accurately and closed in a timely manner, whilst also having an awareness of operational incidents to ensure smooth running of the unit
- Develop and implement action plans arising from healthcare quality audits.
- Alongside the Unit Service Manager, review and development of local clinical policies, ensuring SOP review schedules are adhered to and new written procedures are introduced where necessary.

- Work closely with Clinical Quality Nurse Specialists to ensure robust governance and audit processes are in place and consistently followed within the unit.
- Ensure the audit calendar is completed monthly for the unit.
- Ensure compliance with the PSIRF framework for all PSIs (Patient Safety Incident Investigations), including but not limited to SWARM meetings, AARs (After Action Reviews) and incident reporting.

What people see in you

- A dynamic and committed leader who motivates and encourages others.
- A hardworking, reliable, trustworthy, kind and empathetic team player who leads by example and provides clear direction.
- A caring and compassionate individual who puts patients' needs first.
- An excellent communicator at all levels.
- Someone who remains calm and effective in challenging situations and works well under pressure.
- A person who makes sound business decisions.
- Someone who is flexible and adaptable in their working hours.
- Someone who makes decisions based on professional judgement.
- Someone who is accountable for their area of responsibility.

You will

- Be a Registered Nurse or Operating Department Practitioner (ODP).
- Have the skills to deliver pre-, peri- and post-procedure care within Endoscopy.
- Be confident, independent and a strong problem-solver.
- Have excellent organisational skills to successfully coordinate work for yourself and others.
- Have strong time-management skills to ensure tasks are completed effectively.
- Understand both the clinical and commercial elements of the service or contract and respond quickly and efficiently when required.
- Understand the quality and clinical governance requirements associated with Endoscopy services.
- Have a thorough understanding of the Data Protection Act, Information Governance Statement of Compliance and Caldicott Principles.
- Understand and be able to deliver against the Care Quality Commission (CQC) Fundamental Standards.
- Maintain a professional and cooperative attitude towards patients, customers and colleagues, with a willingness to embrace new ideas and technologies.
- Have a clear understanding of JAG requirements within an Endoscopy service.
- Demonstrate an understanding of current NHS waiting-time standards.

- Show commitment to continuing professional development (CPD), particularly within Endoscopy.
- Possess excellent written, verbal and listening communication skills.
- Have significant experience in a clinical leadership role within Endoscopy.
- Have mentoring and staff development experience, or a willingness to further develop these skills.

You will have experience of

- Nursing leadership.
- Improving quality of care.
- Managing and leading teams through objective-setting.
- Engaging and motivating team members.
- Translating JAG requirements into day-to-day practice.
- CQC standards and inspections.
- Improving quality of care and driving clinical and operational excellence.
- Managing and leading teams through objective-setting and performance management.

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.

