

# FAVERSHAM MEDICAL PRACTICE

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## **JOB DESCRIPTION**

**JOB TITLE:** Urgent Care Practitioner Lead

**REPORTS TO:** Medical Director (Clinical)  
Business Manager (Non-Clinical)

### **Job summary:**

The post holder is responsible for ensuring the delivery of safe and effective clinical care to the Practice population.

This will be achieved by providing clinical and managerial leadership to the Urgent Care Practitioners and other staff involved in clinical care within the Urgent Treatment Centre and practice.

The post holder will work closely with the GPs and management team to deliver the practice priorities.

The post holder will represent Faversham Medical Practice at various fora including, UTC clinical & network meetings as necessary.

### **Job responsibilities**

#### **Clinical;**

- Oversee safe and effective delivery of clinical care
- Lead on and undertake relevant audits, including prescribing and PGD audits
- Lead and participate in reviews of clinical safety and significant incidents issues
- Manage implementation of any changes recommended from incident reviews and learning events
- Manage and participate in continuous clinical improvement initiatives
- Participate in -vaccination programmes as appropriate/required
- Oversee stock control and ordering
- Oversee the process of the monitoring of emergency equipment, sharps bins, vaccine fridge
- Work with the Infection Control Lead to ensure all standards are met

#### **Data/quality;**

- Work with the management/administration team on the recording and attainment of QOF standards relevant to the Urgent Care Practitioners team
- Work with the management/administration team on the achievement of Enhanced Services relevant to the Urgent Care Practitioners team
- Ensure Patient Group Directives (PGDs) are read, signed and used appropriately
- Take part in the development of PGDs as required
- Keep up to date with CQC requirements and inform the Urgent Care Practitioners team of any changes as relevant
- Ensure an adequate system of peer review/clinical audit is undertaken within the team to monitor and maintain clinical standards

### **Human Resources;**

- Manage Urgent Care Practitioners rota and in doing so maintain adequate staffing levels
- Carry out the Urgent Care Practitioners team's annual appraisals and 6 monthly reviews
- Review and approve training requests from the UCP team in collaboration with the management team and GP lead for HR
- Identify training requirements within the Urgent Care Practitioners team
- Carry out 'back to work' interviews after episodes of sick leave
- Deal with requests for annual leave/TOIL/time off for other reasons, authorising or rejecting any requests in line with the Staff Handbook and in discussion with the HR Manager as appropriate.
- Sign off overtime
- Deal with change of hours requests in conjunction with the Business Manager
- Carry out exit interviews with the HR Manager
- Deal with general day-to-day queries from members of the Urgent Care Practitioners
- Take part in UCP/UTC meetings
- Responsible for cross line management when another line manager is absent.

### **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 implement and lead on a full range of promotion and management their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Responsible for the correct and safe management of the specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
- Management and maintenance of Personal Protective Equipment (PPE) for the practice including provision, ordering, availability and ongoing correct usage by staff
- Responsible for hand hygiene across the practice
- Ownership of infection control and clinically based patient care protocols, and implementation of those protocols across the practice
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate
- Safe management of sharps procedures including training, use, storage and disposal
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training (minimum twice annually)
- Routine management of own team / team areas, and maintenance of work space standards
- Waste management including collection, handling, segregation, container management, storage and collection
- Spillage control procedures, management and training
- Decontamination control procedures, management and training, and equipment maintenance
- Maintenance of sterile environments

### **Safeguarding:**

It is the responsibility of all staff at Faversham Medical Practice to;

- Safeguard and promote the welfare of children and vulnerable adults
- Ensure their safeguarding adults and safeguarding children training is up to date at the level appropriate to their role
- Ensure the safeguarding policies and procedures in place within the Practice are adhered to during employment

### **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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers

- Recognize 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

This job description provides an outline of the main responsibilities associated with the role but is not exhaustive. The range of activities and areas of responsibility will evolve over time. The content of this job description will therefore be subject to regular review and amendment in line with any resulting change in the need to fulfil and meet the organisation's needs.