

Rural West Primary Care Network

JOB DESCRIPTION

Job title:	PCN Physician Associate
Professionally accountable to:	The PCN Clinical Directors
Managerially accountable to:	The PCN Manager
Hours per week:	37.5 hours

Job Summary

Physician Associate for Rural West Primary Care Network (PCN) - The Rural West PCN consists of Tadley Medical Partnership and Watership Down Health. The post holder will be working collaboratively with the GPs and other clinicians at all Practices across the Rural West Network, as part of the wider Practice/PCN multidisciplinary teams to deliver safe and effective general medical services and care to the PCN population. They will work alongside the duty teams in both partnerships and we would look to expand the role to support our teams in routine care.

As the Physician Associate (PA), the post holder will work as part of the PCN Team using a wide range of the skills they have including (but not limited to):

- Care planning
- Supporting GPs with managing results
- Supporting GPs with their paperwork
- Supporting GPs with the Duty lists

They will act within their professional boundaries, providing care for patients from initial history taking, clinical assessment, diagnosis, treatment and evaluation of their care under the supervision of a GP. The PA will show safe clinical decision-making and expert care for patients within the general practices, in consultation with the GPs, and they will work with the multi-disciplinary general practice teams to support the delivery of policy and procedures and meet the needs of patients.

Supervision and mentoring will be provided by the appropriate senior medical staff - the type of support will depend on the post holder's skills and knowledge and determined by our clinical governance arrangements. The post holder will have annual appraisals and continuing professional development provided by the nominated GP Supervisor/mentor and as set out by the Faculty of Physician Associates (FPA).

Key Clinical Responsibilities

The post holder will provide first point of contact care for patients presenting with undifferentiated, undiagnosed problems utilising history-taking, physical examinations and clinical decision-making skills to establish a working diagnosis and management plan in partnership with the patient (and their carers where applicable).

They will:

- Provide high-quality clinical care to patients using established clinical guidelines, delivered in a timely manner.
- Carry out consultations (whether face to face, online or phone), with patients of all ages as an autonomous practitioner and use own clinical judgement to diagnose, treat, refer and/or discharge patients.
- Make referrals to secondary care and social services within locally agreed protocols, guidance and pathways.
- Perform specialist diagnostic physical examinations and treatment procedures.

- Instruct and educate patients in preventative health care.
- Ensure complete and accurate documentation of each and every patient contact.
- Assist or carry out home visits as necessary or directed by clinical supervisor(s).
- Fully document all aspects of patient care and complete all required paperwork for legal and administrative purposes.
- Carry out necessary invasive and non-invasive diagnostic tests or investigations and interpret findings/reports within the scope of a PA's practice. Discuss the result and implications of laboratory investigations with patients.
- Utilise clinical guidelines and promote evidence-based practice.
- Offer a holistic service to patients and their families, developing where appropriate an on-going plan of care/support with an emphasis on prevention and self-care.
- Identify community health needs and participate in the development of patient/family-centred strategies to address them.
- Contribute to the practices' quality targets to consistently achieve high standards of safe, evidence-based, cost-effective patient care and service delivery.
- With other PCN members, work to deliver the objectives of our PMS/GMS contracts and contribute to the clinical and management development of Rural West PCN care provision.

This job description is a summary of the main duties of the post and is, therefore, not exhaustive. The duties of the post will be reviewed regularly in conjunction with the post holder and the job description may be amended accordingly.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practices.

The post holder will be expected to work to any objectives and standards set within this framework.

Key Non Clinical Aspects

The post holder will be required to adhere to the following:

Administrative responsibilities:

- Ensure accurate, clear and concise contemporaneous notes of all consultations and treatments are recorded and maintained on every patient in the clinical system (EMIS) and to uphold confidentiality of the same.
- Contribute to and participate in audits, evaluation and clinical standard setting within the Practices and/or PCN.
- Ensure accurate and timely summarising of patient records and read-coding patient data.
- Complete all required paperwork for legal and administrative purposes in accordance with relevant standards.
- Ensure that all practice policies are fully implemented.
- Work in accordance with all governance and internal systems relating to (but not limited to) the management of clinical data and systems.

Training and professional responsibilities:

- Take responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
- Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
- Undertake a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.

- Work closely with other clinical staff and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets.
- Work to deliver the NHS contract requirements related to the practices (including the terms of the Quality and Outcomes Framework and locally enhanced services).
- Commit to take and pass the necessary Physician Associate re-certification exams (currently every 6 years) to maintain qualifications required to carry out duties of the role and as statutory regulatory bodies require.

Governance responsibilities:

- Produce complete and accurate records of patient consultation, in line with best practice, confidentiality, policies and procedures.
- Deliver care according to NHS guidance, NICE guidelines and evidence-based care.
- Take part in the maintenance of quality governance systems and processes across the PCN Practices and its activities.
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- Work with other clinical teams on improving the quality of healthcare in response to local and national policies and initiatives as appropriate.
- Evaluate patients' response to health care provision and the effectiveness of care.
- Support and participate in shared learning across the practice and wider organisation.
- Manage, review and identify learning from patient complaints, clinical incidents and near-miss events
- Have awareness of statutory safeguarding, notification processes and local guidance for children/vulnerable patients, applying relevant policies and legislation to protect them.
- Ensure compliance with policies, procedures and guidelines for self and others, by taking action or alerting senior management team if the practice appears to contravene policy, or if there are concerns over any aspect of patient care.

Generic Responsibilities

Tadley Medical Partnership is the employing Partnership for Rural West PCN but the post holder will work across the PCN in both Tadley Medical Partnership and Watership Down Health. All staff have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

The practices are committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

The practices are committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practices to look for opportunities to improve quality and share good practice.

The practices continually strive to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Training Manager, your line manager and the PCN Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practices' training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Tadley Medical Partnership and Watership Down Health must adhere to the information contained within these practices' policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practices are the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

All staff are required to dress appropriately for their role.

Person specification – Physician Associate		
Qualifications	Essential	Desirable
Physician Associate Postgraduate Diploma/Masters from accredited UK university	✓	
Registered with PAMVR	✓	
Experience	Essential	Desirable
Evidence of working autonomously or as part of a team	✓	
Experience working in a primary care setting		✓
Understanding and knowledge of healthcare provision in GP surgeries, QOF and Enhanced Services	✓	
Knowledge of national standards that inform practice (NSF, NICE Guidelines)	✓	
Understanding GMC Good Medical Practice, medico-legal aspects of PA role	✓	
Experience and an awareness of common acute and chronic conditions that are likely to be seen in general practice	✓	
Understanding of the mentorship process		✓
An appreciation of the new NHS landscape including the relationships between individual practices, PCNs and the commissioners		✓
Skills	Essential	Desirable
Good personal organisational skills	✓	
Effective time management	✓	
Enthusiastic and dynamic member of the clinical team	✓	
Reflective practitioner	✓	
Excellent interpersonal, influencing and negotiation skills and organisation skills, with the ability to constructively challenge the view and practices of managers and clinicians	✓	
Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports	✓	
Clear, polite telephone manner	✓	
Good clinical system IT knowledge of EMIS		✓
Demonstrate personal accountability, emotional resilience and work well under pressure	✓	
Personal qualities	Essential	Desirable
Ability to follow legal, ethical, professional and organisational policies/procedures and codes of conduct	✓	
Ability to use own initiative, discretion and sensitivity	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Flexible and cooperative	✓	
Ability to identify risk and assess/manage risk when working with individuals	✓	
Sensitive and empathetic in distressing situations	✓	
Able to provide leadership and to finish work tasks	✓	
Problem solving and analytical skills	✓	
Ability to maintain confidentiality	✓	
Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Evidence of continuing professional development	✓	
Access to own transport and ability to travel across the locality on a regular basis to all sites and including to visit people in their own home	✓	