



SCOTTISH AMBULANCE SERVICE

JOB DESCRIPTION

1. JOB IDENTIFICATION	
JOB TITLE	Advanced Practitioner (Urgent and Primary Care)
JOB DESCRIPTION REFERENCE	
DEPARTMENT	OPERATIONS
NO OF JOB HOLDERS	MULTIPLE
DATE JOB DESCRIPTION AGREED	

2. JOB PURPOSE

Working across role and organisational boundaries the Advanced Practitioner (AP) in urgent and primary care will manage the complete clinical care for their patients across a variety of clinical conditions. Working as an autonomous practitioner the AP will provide advanced clinical management and decision making to patients requiring complex and challenging care. The AP in urgent and primary care will have a multi-purpose role, working as part of the multidisciplinary primary care team within GP practices, GP clusters and out-of hours primary care services, and as a practitioner within the Scottish Ambulance Service (SAS) to provide high quality care for patients requiring urgent care.

Operating at this level, the clinician will possess a wide-ranging breadth of knowledge and understanding in addition to evidence of critical thinking, patient assessment and clinical care. Delivery of this advanced level of care will be supported by a scope of practice beyond what is currently required for HCPC paramedic registration or NMC nurse registration. The AP will also be expected to contribute to service wide audit, research, training and education.

3. DIMENSIONS

SAS is committed to developing a workforce capable of delivering the highest levels of quality service and clinical, person-centred care, in line with the NHS Quality Strategy and our 2020 workforce vision. Development of this role will help us to meet the needs of our patients in an ever changing, complex Scottish health and social care landscape.

The additional education, knowledge and skills of APs in urgent and primary care mean they can operate independently to provide advanced care to patients requiring urgent care. APs in urgent and primary care will work within SAS and collaboratively with colleagues in primary care to ensure high quality care is provided to patients at home or in a homely setting, improving both patient outcomes and experience.

As a clinical leader, the AP has the freedom and authority to act autonomously, within their advanced scope of practice and agreed governance framework, in the assessment, diagnosis, treatment, including prescribing (where relevant), of patients with complex multi-dimensional problems. This includes the authority to refer, admit and discharge within appropriate clinical areas. The AP will also be responsible for enhanced clinical support and supervision of staff across a range of clinical settings.

The post holder will work across role and geographical boundaries, providing expert clinical and professional leadership to provide complete clinical care for their patient as part of a multidisciplinary team. Clinicians at this level will exhibit an advanced breadth and depth of knowledge combined with critical thinking and expertise in patient assessment, point of care patient diagnostics and clinical interventions which will be supported by an extended scope of practice beyond that required for paramedic and nurse registration. In addition, the AP will be expected to develop knowledge and skills in identified areas of advanced practice and contribute to pan-service education, training, and research and audit activity.

4. ORGANISATIONAL POSITION

TBC

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

CLINICAL PRACTICE

- Competently assess and prioritise patients demonstrating the use of a variety of techniques to elicit the history of an illness/injury, including past medical and drug history, for often undifferentiated complex medical conditions. This may include both face to face and telephone assessment.
- Conducts a comprehensive clinical examination of the patient including a physical examination of relevant systems supported by extensive underpinning knowledge of physiology and pathophysiology, and a mental health assessment.
- Make differential diagnostic decisions based on critical appraisal of clinical findings and initiate relevant treatment options, taking the advanced lead when necessary
- Accurately order and interpret a complex range of investigations and diagnostic tests available to the clinical team (including point of care testing, blood analysis and x-rays) which may inform decisions and choice of care pathway.
- Formulates an action plan for the treatment of the patient, synthesising clinical information based on the patient's presentation, history, clinical assessment and findings from relevant investigations, using appropriate evidence based practice.
- Screen patients for disease using clinical and other findings such as laboratory results or x-rays.
- Demonstrate highly developed physical skills and expertise in complex clinical procedures and techniques whilst working within the competency framework and own scope of professional competence.
- The type of physical skill includes a wide range of urgent and emergency interventions, which require a high degree of precision, speed and high levels of hand-eye coordination.
- Take and record a patient's history including medical, family and social history, talking to the patient, relatives or other carers as appropriate. There may be significant barrier to understanding and acceptance due to sensitive or contentious information given and received.
- To prescribe the required treatment within the Health Professionals scope of Professional Practice (independent prescribing, Patient Group Directions or UK Ambulance Services Clinical Practice guidelines).
- Implements non-pharmacological related interventions/therapies, dependent on situation and technical requirements of care.
- Take responsibility for the overall planning of care for a wide range of urgent and emergency patients. This includes determining the most appropriate care pathway, coordinating with other services and specialists, ensuring the patient has the best clinical outcome
- Work effectively with the ACC to assist with the identification of relevant patients for the skillset of AP (urgent and primary care) and co-ordinate the use of all service assets to the maximum benefit of patients
- Has the freedom and authority to admit and discharge from identified clinical areas, dependent on patient need at time of review. This includes the freedom and authority to refer to all appropriate health care professional groups and agencies, working collaboratively with them.
- Assesses the most appropriate method of conveying patients using the relevant equipment and moving and handling techniques, when necessary.

- Completes and submits all relevant documentation to comply with SAS requirements including detailed patient records, and ensures compliance with data protection. Ensuring it is accurate and reflects clinical activity and is in accordance with NMC/HCPC guidelines on clinical record keeping.
- Assess when a vulnerable person is at risk in line with SAS policy and procedures including reporting and liaise with appropriate agencies.
- Demonstrate highly effective communication skills with patients and carers, team members other healthcare professionals and groups. This may involve highly complex, highly sensitive and often contentious discussions where effective communication techniques will be required to provide re-assurance, support, persuasion and on occasions de-escalation.
- Take responsibility for pronouncing life extinct (PLE) under SAS policy and UK Ambulance Services Clinical Practice Guidelines, liaising with other agencies as required.
- Actively adhere to all infection control measures according to SAS policy and as a senior clinician ensure a whole team approach to infection control is encouraged within the service.
- Make dynamic risk assessment of the environment and general situation, having due regard for the health and safety of self and others.
- To ensure appropriate, timely and seamless referral to other health and social care agencies through highly developed communication and negotiation strategies.

PROFESSIONAL/LEADERSHIP

- Demonstrate highly proficient, co-ordinated and confident expertise in the delivery of evidence based care.
- Lead and manage the delivery of clinical care at incidents where optimal patient care and outcomes require advanced clinical practice beyond the current scope of UK Ambulance Services Clinical Practice Guidelines
- Innovate, develop and lead evidence based clinical practice and professional development.
- Actively participate in developing guidelines, policies and procedures as required to support the service delivery.
- Ensure clinical practice is as effective and safe as possible and in line with national clinical guidance communicating any risks or improvements associated with practice promptly to the consultant paramedic with lead responsibility for advanced practice (urgent and primary care)
- Contribute to the continual development of a just culture across NHS Scotland
- Lead in ensuring the service's commitment to clinical excellence is maintained and afforded a high profile across the organisation
- Contribute to creating a work environment that is safe, secure and managed in accordance with health & safety policies and procedures, including the use of personal protective equipment when required.
- Practice within the Health and Care Professions Council (HCPC) or Nursing and Midwifery Council (NMC) Standards of Proficiency and Standards of Conduct, Performance and Ethics to ensure patient interests and wellbeing are met.
- Demonstrate accountability for own professional actions and participate in ongoing revalidation process of advanced practice.
- Work within the Scottish Ambulance Service and Health and Social Care Legislation, Policy, Guidelines and Procedures.
- Empower patients to take responsibility for their health, well-being and future lifestyle by practising in an open, transparent and inclusive manner; thereby ensuring patients have the relevant information to participate in decisions about their care.
- Actively participate in annual effectiveness review, engage in self-appraisal and provide clear objectives and evidence.
- To contribute, with regional education staff, to the regional development, leadership, motivation and support of clinical staff in the facilitation of a programme of Continual Professional Development (CPD).
- As an established AP to be responsible for the support of new team members in gaining the appropriate competencies to achieve the required standard of care.

- As an AP provide supervision to all grades of SAS clinicians
- Complies with Health and Safety rules and regulations. Ensures that any accidents, near misses or hazards are reported immediately via DATIX electronic reporting system and encourages the same of others.
- To contribute and work collaboratively with senior clinical team, to investigate and resolve patient concerns and formal complaints in accordance with service policy.

RESEARCH, DEVELOPMENT AND EDUCATION

- Develop a Personal Development Plan to ensure continuous personal and professional development and demonstrate responsibility for own personal development
- Attend statutory and mandatory training as required by SAS to fulfil the requirements of the post
- Maintain professional practice through continuing education, professional updating and when/where available, involvement with professional specialist groups.
- Participate in identifying needs of patients and carers in relation to the specialty, in conjunction with others where appropriate.
- Deliver teaching and mentoring of students as appropriate (eg undergraduate paramedics).
- Engage in the development of others through clinical supervision sessions and reflective practice with clinical colleagues, including providing feedback on effectiveness
- Actively promote and disseminate research-based practice.
- Audit current practice and negotiate appropriate changes to practice.
- Evaluate effectiveness of role in relation to patient outcomes, service needs and professional requirements.
- Participate in relevant research / audit projects to service and practice needs and in line with organisational research strategy.
- Provide an appropriate practice learning environment in association with the SAS agreed education strategy
- Contribute to academic publications.

ORGANISATIONAL

- Organise own time in line with agreed job plan.
- Responsible for the effective management of resources including stores supplies, pharmacy and maintenance of equipment.
- Maintain complete confidentiality of all patient sensitive information
- Ensure compliance with equality and diversity legislation
- Ensure compliance with data protection legislation
- Contribute to strategic issues relating to SAS and the contribution of advanced practitioners
- Act in a collaborative and advisory role to share knowledge and expertise across SAS and with partner organisations to help deliver high standards of patient care.
- Promote the development of a flexible and skilled paramedic workforce.
- Represent the organisation in public and professional arenas helping to promote its image as a professional and value driven service.

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

This job description outlines the duties as currently required but may be amended to reflect future developments in the service and the impact of new technology on the role. Appropriate training will be provided to support essential additional skills required.

6 EQUIPMENT AND MACHINERY

- Use of a variety of complex clinical equipment including that appropriate to the enhanced scope of practice of advanced practitioners e.g. urinalysis, blood samples, slit lamp
- Drive Service vehicles in accordance with the approved methods and techniques of driving
- Carry out the appropriate daily and weekly checks (e.g. vehicle and response checks, restocking, reporting of defects)
- Check stock of clinical care equipment and ensure that all equipment is safe, clean and in good working order. Ensure all medical supplies are in date and, where required, sterile.
- Use of moving and handling equipment.
- Use of bariatric equipment.
- Use of computer equipment to support clinical issues.
- Use of Microsoft Office products e.g. Word and Outlook to support clinical diary, patient and staff feedback
- Use of radio equipment/mobile telephone.

7. SYSTEMS

- Accurate and complete clinical records using information generated by post holder and that available from other systems e.g. KIS, GP Practice records.
- Records, both electronic and paper, relating to other aspects of work, e.g. checklists, controlled drugs register, cardiac arrest etc.
- Referral forms to other health and social care providers.
- Accident/incident reporting and near miss information.
- Forms in relation to hours worked, absence, self appraisal, etc.
- Personal clinical skills audit.
- NHS patient databases and records.
- Maintain a high standard of record keeping in accordance with the framework for information governance and clinical governance guidance.
- Promote the use of Information Technology to benefit personal development and patient care.
- Assist with developing and implementing policies and protocols for advanced practice (urgent and primary care).
- Propose appropriate changes to working practices and procedures advanced practice (urgent and primary care).
- Responsible for the safe use of equipment, for maintaining appropriate levels of stock in own area of practice, and for ensuring appropriate equipment or supplies are purchased.
- Uses digital rostering systems to confirm roster etc (e.g. Global Rostering System (GRS))
- Undertakes digital learning by accessing a range of systems and learning platforms (e.g. Learn-pro)

8. DECISIONS AND JUDGEMENTS

- Work autonomously within the AP scope of practice and within the agreed clinical governance framework.
- AP will be responsible to ensure there is a clear audit trail and be accountable for all of their clinical decisions related to the treatment and pathway of care.
- Expected to make autonomous decisions within agreed clinical governance framework on a regular

basis while recognising when to seek expert advice.

- Makes highly complex clinical decisions including diagnosis and clinical management based on an in-depth broad expert knowledge, to initiate a plan of care by attending to patients in a variety of clinical and non-clinical settings. Decisions will include whether admission to hospital or another care provider is required.
- Accurately evaluate information elicited in history taking and clinical examination to initiate appropriate and timely treatment, discharge, signposting or referral to other professionals or agencies.
- Instigate, obtain or arrange and interpret appropriate investigations/examinations.
- Based on assessment the AP can refer patients for specialist opinion.
- Formulate an action plan for the management of the patient based on a synthesis of clinical information including the patient's history, clinical assessment, results from relevant investigations and based on appropriate evidence based practice. To include prescribing pharmacological and non-pharmacological interventions/therapies as appropriate.
- Supply, administer and prescribe medication according to SAS Medicines management policy, service guidelines, Patient Group Directions (PGD's) UK Ambulance Services Clinical Practice guidelines, Health and Care Professions Council (HCPC) and Nursing and Midwifery Council (NMC) standards.
- Demonstrates sound judgement in assessing the emotional and physical care of the patient in a holistic manner.
- Makes judgements from 999 call information regarding tasking APs to patients requiring urgent care
- Apply PLE in line with UK Ambulance Services Clinical Practice Guidelines
- Support decision making with patients and families regarding end of life care.
- Works autonomously as a solo responder or within a multidisciplinary team.
- Support and develop staff to broaden their skills, knowledge & experience in the interests of developing the ambulance clinician profession in Scotland.
- Exercises the ability to effectively highlight and improve any area of the service which fails to deliver a quality seamless service.
- Initiate and follow through appropriate procedures when a breach of policy occurs.
- Responsible for the development of action plans to address system failures directly related to their area of expert clinical practice.
- The post holder will respond to an unpredictable workload, as the majority of clinical activity is emergent in nature and will vary between emergency, urgent and routine responses. When required the clinician must be able and willing to assist with any level of patient acuity required.

9. COMMUNICATIONS AND RELATIONSHIPS

- In the role of AP, acting as clinical lead, engage in effective communication with patients, relatives, visitors and staff, often delivering complex and highly sensitive information. Frequently overcoming barriers to understanding and acceptance of information received.
- Utilise skills of persuasion and negotiation to obtain agreement and co-operation.
- Be an effective link between GP practices and SAS through effective communication and engagement
- Required to respect religious beliefs and cultural differences
- Acts as a patient/ staff advocate through the application of ethical, legal and professional knowledge and skills.
- Provides effective verbal and written communication to all members of staff across the Scottish Ambulance Service to ensure the best patient experience possible
- Required to communicate effectively and professionally with other health and social care professionals as well as those from other agencies; Police & Fire for example
- Makes referrals to a wide range of other healthcare professionals and specialities which may include the admission of patients to hospital (eg Radiology, Surgical, Primary Care colleagues).

- Provides support, empathy and reassurance when communicating in a hostile or highly emotive atmosphere.
- Contribute to a supportive environment in the interest of staff morale.
- Develop external professional networks that promote both the profession and organisation.
- Contribute to clinical governance, adverse event reporting and education programmes.
- Providing evidence in court as required.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical Skills

- Technical and manual dexterity/expertise required for invasive procedures e.g intubation and intravenous access.
- Performing venepuncture, cannulation and administering of intravenous drugs.

Physical demands

- Moving and handling of patients from self caring to total dependence.
- Moving and handling of equipment.
- Eight hour to twelve hour shifts active at all times, mostly standing and walking. Frequent short periods of intense physical effort.

Mental demands

- Prolonged concentration skills in response to emergency calls and situations
- Requires concentration to analyse and interpret information and formulate a care pathway for patients with varying health conditions.
- Frequent interruptions, from telephone, radio and other sources.
- Providing constructive feedback to students/staff when mentoring
- During ACC tasking shifts the AP is required to use a VDU and wear a telephone headset for the whole of their shift and is restricted to their personal workspace for most of the shift
- Intense concentration is required for the majority of the shift while dealing with patient triage and consultations. The diversity of calls means that the AP has no prior knowledge of the nature of the call before it arrives.
- Given the diversity and complexity of patient needs, sustained analytical and critical thinking skills are required during all stages of the telephone consultation period.

Emotional demands

- Dealing with distressed patients and relatives, and members of the public in difficult circumstances e.g. sudden death
- Frequent exposure to highly distressing, emotional and traumatic situations Leading and motivating the team and providing reassurance in challenging circumstances.
- Dealing with death, this is especially distressing in cases of infant mortality, etc.
- Contact with patients displaying aggression, requiring use of de-escalation skills

Working conditions

- Workload is unpredictable as may need to change activity due to patients or organisational needs.
- Exposure to body fluids/therapeutic products on a daily basis.
- Responding and attending to emergency calls in all kinds of weather and unpredictable nature and duration of calls that require a high level of concentration.
- Responds to emergency calls and other situations that may be distressing and sometimes traumatic, for example road traffic accidents or end of life care cases and dealing with patients, families, carers and other emergency and health and social care professionals.
- Works autonomously and without direct supervision and support and usually as a solo responder.
- Emergency response driving

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Assessment of a wide range of patient conditions in a variety of differing circumstances. In particular, whilst working in ACC, determining prioritisation of competing simultaneous demands on the service.
- Eliciting information and making frequently complex decisions on case management from a wide range of treatment/care options based on highly complex holistic information e.g. patient symptoms, diagnostic results, social circumstances.
- Managing expectations of patients and other involved in patient decisions, particularly in relation to admission to hospital
- Planning and implementing individual patient care within the context of an interdependent healthcare team.
- Requirement to make informed rational and evidence-based decisions often in difficult situations or environments
- Dealing with constructive criticism from colleagues and external experts of decision-making in governance forums as part of a culture of continuous improvement and striving for clinical excellence
- Coping with emotional impact of exposure to traumatic or highly distressing circumstances e.g. end of life care cases, and making decisions in these circumstances.
- Ability to recognise the limitations of advanced practice (urgent and primary care) scope of practice and when appropriate to call for assistance/senior medical support
- Communicating with and supporting distressed/anxious/worried relatives /patients.
- Works within a specialty with unpredictable levels of activity.
- Working with a wide variety of contacts e.g. patients, relatives, carers, junior and senior nursing, medical and paramedical colleagues.
- Acts as an effective change agent integrating information gained from research and audit into clinical practice.
- To participate in reporting, documenting and evaluation of the work of the Advanced Practitioner (urgent and primary care) and to demonstrate its importance both to patients and members of the interdependent healthcare team.
- Dealing with verbally and physically abusive patients and members of the public.
- Working in alternative environments e.g. other health and social care settings.
- Need for flexibility in dealing with emergent/complex clinical issues.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Health and Care Professions Council registered Paramedic or Nursing and Midwifery Council registered Nurse.

Assessment Qualification (e.g. CAVA) and evidence of facilitation of learning

Be recorded as a Paramedic Independent Prescriber (V300) with the HCPC or Nurse Independent Prescriber (V300) with the NMC.

Significant and demonstrable level of clinical practice; this will typically be a minimum of 5 years post registration experience.

Masters level / SCQF level 11 qualification in advanced practice urgent and primary care (or equivalent)
Minimum of Post Graduate Diploma or evidence of equivalence which would normally be 120 credits with a

minimum of 50% at masters level. Including:

- Clinical assessment
- Clinical reasoning, judgement and diagnostic decision making
- Anatomy and physiology
- Non-medical prescribing
- Leading, delivering and evaluating care
- Worked based learning

Evidence of excellent leadership, communication and organisational skills.

Able to carry out Advanced Life Support

A commitment to lifelong learning and demonstrates evidence of current and continuing professional development.

Apply expert professional judgement and specialist clinical knowledge and experience to make appropriate, safe and reasoned decisions

Demonstrates an experienced and professional approach to risk versus benefit decision making

Demonstrates knowledge of pharmacology to inform practice

Can demonstrate experience in managing staff, leading a team, providing education and training and establishing a supportive, learning environment.

Successful track record in working within multi-disciplinary team settings and promoting collaborative approaches to delivering excellent patient care.

Post holder must successfully complete relevant induction and ongoing training and education for the post.

Evidence of audit and evaluation at a local or service wide level

Experience of ability to participate in primary research and demonstrate knowledge of assessing and evaluating evidence based research

Knowledge and understanding of current health and social care agendas.

Road Traffic Act Section 19 High Speed Driving Compliant Driving Qualification (e.g. Level 3 Certificate in Emergency Response Driving or IHCD D2)

Future service developments

APs must be flexible with regard to likely future service developments. They must be capable of adapting to changing roles and increasing responsibility.

APs are key stakeholders in the development of the urgent and primary care role within the SAS. They play active roles in decision-making about service development through regular meetings and development processes. They also play active roles in the clinical governance structure and service development committees.

Management Skills

- Time management
- Presentation skills

- Change management
- Negotiation skills and dealing with conflict
- Team management
- Effective team communication
- Development of safe and effective operational systems
- Risk management
- Report writing and data presentation

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature: _____ Date _____

Head of Department Signature: _____ Date _____