

## **Nurse Manager**

***Closing date: 31st January 2024***

***Three Chequers Medical Practice has an exciting new opportunity for a Nurse Manager to join our team. This is a key role leading our busy nursing team at our friendly, CQC 'outstanding' GP practice.***

***Location: Salisbury City, Winterslow, Porton***

The post-holder should have experience of working in primary care, chronic disease management and management/ leadership skills are essential. This is an excellent opportunity for a reliable, self-motivated and enthusiastic Nurse looking for a rewarding role within our thriving medical practice.

As the Lead Practice Nurse you will be working with your team to successfully mentor and develop a nursing team of Nurses, HCAs, Nurse Associates and Phlebotomists. You will also be responsible for a number of clinical areas such as health promotion, chronic disease management and health prevention. The post holder will work closely the Practice Manager, Partners and the management team to uphold the practice standards, as well as support the team with the reviewing and delivery of clinical policies and procedures.

We have a strong ethos for continuous learning and offer training opportunities and clinical support together with an enthusiastic multi disciplinary team approach to care. As a Nurse Manager within our practice nursing team, you will be responsible for helping to deliver a high quality nursing service to our patients.

### **What we can offer:**

All new employees will receive a detailed induction and training programme as well as a mentor to guide you through your transition into General Practice

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rota basis

Opportunities for career development and progression

Staff training and away days

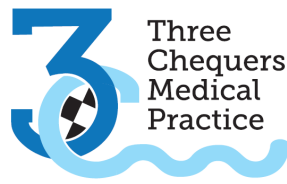
### **How to apply:**

Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries.

For more information about these positions please visit our website

[www.3chequers.co.uk/staff-vacancies](http://www.3chequers.co.uk/staff-vacancies) or collect an application form from Endless Street Surgery.

We look forward to receiving your application.



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area. We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 10 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at [www.3chequers.co.uk](http://www.3chequers.co.uk)

# Job Description

**Job Title:**

Nurse Manager

**Reporting to:**

Practice Manager

**Practice Objectives:**

To provide accessible, prompt and professional health care for patients attending our surgeries.

**Job Holder Objectives:**

To provide and maintain a high standard of nursing care for patients as well as providing nursing assistance to the doctors and other members of the Primary Healthcare Team.

**Job summary:**

- The post holder is responsible for ensuring the delivery of safe and effective nursing care to the whole practice population
- As the team leader for the nursing team, the post holder is accountable for nursing service delivery
- They will lead and manage all the nursing resources, working closely with the practice management and GPs to deliver the practice priorities
- Clinically, the focus of the role is the delivery of evidence-based practice for patients with long-term conditions and management and preventative nursing interventions to all patients
- The post holder is responsible for the care delivered, demonstrating critical thinking and skills in clinical decision-making
- They will work collaboratively with the whole general practice team to meet the needs of patients, supporting the delivery of policy and procedures, and providing leadership and direction for the nursing team.

**Other tasks including:**

- Oversee the maintenance and cleaning of equipment used by the GPs
- Oversee regular maintenance of all clinical rooms, stocking and rotating items as required
- Undertake housekeeping duties including, general tidiness and cleanliness of nurses and treatment rooms

- Oversee all ordering of stock
- Oversee the ordering of vaccinations to maintain stock levels
- Participation in administrative systems in the practice
- Attend and participate in any practice meetings when required
- Chaperoning and assisting patients where appropriate who are being examined by another clinician
- Support the PM and management team in the execution of their roles
- Work in conjunction with the Practice Manager to oversee staff inductions and training to ensure all staff are adequately trained to fulfil their role

**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 manage 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

- 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
- Undertaking periodic infection control training
- 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

**Delivering a quality service:**

- Oversee in conjunction with the rota administrator the nursing appointments system , adjusting appointments to seasonal need and oversee the working day including extended hours
- Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice
- Recognise and work within own competence and professional code of conduct as regulated by the NMC

- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own and other's workload in a manner that maintains and promotes quality
- Deliver care as an individual and team according to NICE guidelines and evidence-based care, assessing effectiveness of care delivery through peer review, benchmarking and formal evaluation and leading on the maintenance of quality governance systems for the nursing team
- Implement and review the application of evidence-based practice in nursing
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- Evaluate patients' response to health care provision and the effectiveness of care
- Lead and participate in shared learning across the practice and wider organisation and assess the impact of policy implementation on care delivery

**Leadership – personal and people development:**

- Act as the nursing team leader across the Three Chequers Medical Practice
- Take responsibility for own development, learning and performance including participating in clinical supervision and acting as a positive role model
- Support the development of others in order to maximise staff potential
- Act as a clinical leader in the delivery of practice nursing services to patients, ensuring that the needs of the patient are the priority
- Lead the nursing team in the planning and implementation of local guidelines, protocols and standards, and of local projects or initiatives
- Promote the role of the nursing team in the provision of care
- Act as mentor for more junior staff and students, assessing competence against set standards
- Disseminate learning and information to other team members in order to share good practice and inform others about current and future developments (eg courses and conferences)
- Assess own learning needs and undertake learning as appropriate
- Ensure all team members are adequately trained and supervised
- Clinical leadership of the nursing team including quality, supervision, training and development, audit, regulation and accreditation, competencies

**Team working:**

- Work as an effective and responsible team leader, supporting others and exploring the mechanisms to develop new ways of working
- Delegate appropriately, adopting the principles of safe practice and assessment of competence of nurses
- Ensure clear nurse referral mechanisms are in place to meet patient needs
- Prioritise own and other's workload and ensure effective time-management strategies are embedded within the culture of the team
- Lead nursing team activities that create opportunities to improve patient care
- Participate in research programmes if required
- Contribute nursing view to practice management

**Management of risk:**

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Ensure safe storage, rotation and disposal of vaccines and drugs
- Act as a role model to support members of the nursing team to undertake mandatory and statutory training requirements
- Apply infection-control measures within the practice according to local and national guidelines

**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 recognises 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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating,
- Act as an advocate when representing patients and colleagues
- Participate in practice team meetings, delivering the nursing agenda and run nurse department meetings
- Produce written documents that evidence the contribution of the nursing team to the practice priorities

**Additional Duties:**

It is the nature of the work of a nurse that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way, undertaking tasks that are not specifically covered in their job description when the occasion arises. These additional duties will normally cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibilities or task becomes a regular or frequent part of the members of staff's job, it will be included on the job description in consultation with that member of staff



**Other :**

- Carry out other duties that are required within the role as it evolves within the development of the organisation
- Post subject to continuous evaluation and development
- Appraisal interval: annual main review, quarterly interim meeting

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

## Job Specification

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>		
Registered with NMC	✓	
Prescribing Nurse	✓	
Evidence of continued professional development	✓	
<b>EXPERIENCE</b>		
Experience of SystmOne clinical system		✓
Experience of Primary Care		✓
Experience of dealing with the public/patients	✓	
Managing staff, taking a lead in appraisals, mentorship skills	✓	
<b>KNOWLEDGE/SKILLS</b>		
Advanced numeracy skills to GCSE Level C or above	✓	
Complaints systems	✓	
Excellent keyboard and computer skills including use of Microsoft Office	✓	
Demonstrate excellent communication skills	✓	
An understanding, acceptance and adherence to the need for strict confidentiality	✓	
<b>QUALITIES/ATTRIBUTES</b>		
Able to work independently within agreed domains	✓	
Ability to use own judgement, resourcefulness and common sense	✓	
Ability to work without direct supervision and determine own workload priorities	✓	
Ability to work at part of an integrating multi-skilled team	✓	
Pleasant and articulate	✓	
Able to work under pressure	✓	
Able to work in a changing environment	✓	
Able to use own initiative	✓	
Ability to self-motivate, organise and prioritise own workload	✓	
Excellent timekeeping	✓	
<b>OTHER</b>		
Flexibility of working hours/able to work at desired times	✓	
Car driver/clean license - access to own vehicle	✓	