

**FROME MEDICAL PRACTICE**

**JOB DESCRIPTION**

**Job Title:** Primary Care Triage Musculoskeletal Physiotherapist First Contact Practitioner – MSK

**Normal Place of work:** Frome Medical Practice

**Accountable to:** Operations Management Partners

**Job Purpose:** To offer a high standard of evidence based

care to patients: to include triage, assessment, referral for investigations and secondary care or physiotherapy where appropriate.

MAIN DUTIES AND RESPONSIBILITIES

* Working closely with the Practice Manager and Ops Partners to lead, develop and operationally manage the First Contact Practitioner- MSK triage MSK Physiotherapist role within the medical practice.
* To undertake triage of related telephone calls or face to face consultations and direct as appropriate including patient self-care and interval monitoring with follow-up as needed
* To undertake new patient MSK assessment clinics requiring a high level of clinical reasoning and ability to refer for radiological investigations and secondary assessment and treatment as necessary.
* To follow up patients post radiological investigation and to clarify and explain the patient’s condition to them to formulate a realistic agreed plan of care
* To be responsible for maintaining accurate and comprehensive patient records including the agreed plan of care
* To deliver Group consultations models for pain management and to help support the wider practice development of group consultations
* To administer joint injections
* Act as a source of expertise and support on the management of musculoskeletal conditions to the GP’s
* To ensure all consultations are coded and recorded appropriately
* Facilitate and participate in group consults
* Work to GP practice model of care aiming for the referral to Secondary Care for Treatment

Personal and Professional Development.

a) To take responsibility for own developmental learning and performance and maintain a personal CPD portfolio in line with CSP/HCPC standards.

c) To actively participate in ongoing one to one meetings with line manager/Mentor to review development and performance.

d) To attend educational and other meetings as required.

e) To undertake training as required including mandatory and statutory training, core skills training and ongoing developmental training.

f) To effectively manage own time, workload and resources.

Liaison.

Maintain effective liaison with other health care teams concerned with patient care as appropriate and with all other disciplines within the practice, exercising regard for patient confidentiality at all time.

Communication and Working Relationships

* Day to day contact with patients in response to queries and to pass messages to clinical staff, make appointments etc.
* Able to manage day to day contact with patients, their relatives and carers who may at times be distressed or act unreasonably.
* Able to be objective and helpful when managing patient enquiries and making / changing appointments or chasing results.
* To work as an integral part of the whole practice team.

**Health & Safety**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complies with, safe working practices are adhered to and that any hazards are reported to the appropriate officer immediately.

**All post holders are expected to:**

* Adhere to practice policies and procedures (e.g. Health and safety)
* Familiarise themselves with the practice staff handbook
* Maintain personal and professional development in order to maintain their skill levels and participate in the appraisal process and any training and development that is recognised and agreed with the line manager/Mentor
* Respect the confidentiality of patients and colleagues and the practice as a whole. All staff are expected to adhere to the Data Protection Act 1998
* Respect and adhere to corporate and clinical governance principles
* Work within the operating hours of the surgery

This job description is neither definitive nor exhaustive, and may be reviewed in the light of changing circumstances at a personal or organisational level. Any changes will be made in consultation with the post holder through the appraisal and review process.

Because of the nature of the work, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

**Person Specification: Pharmacist Practitioner/First Contact Practitioner -MSK**

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| **Attributes** | **Essential** | **Desirable** |
| Knowledge, Skills and Qualifications | * Diploma / Degree in Physiotherapy
* Registration with HCPC & CSP
* Evidence of relevant postgraduate courses / CPD
* Minimum 5 years MSK experience
* Prescriber or willing to work towards
* Joint Injections or willing to work towards
* Group Education Experience
 | * IRMER training (will be provided if necessary)

Group Consultation experience and training or willingness to undertake this as part of clinical development  |
| Aptitude and Abilities | * Good knowledge of physiotherapy in relevant area
* Forward thinking
* Excellent interpersonal skills
* Self-directed learning
* Ability to pass on skills / knowledge to others within both formal and informal environments.
 | * Critical appraisal
* Audit
* Research
* Presentation skills
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| Attitudes and behaviours | * Flexibility
* Excellent Communication Skills
* Customer focused
* Ability to work both independently and as part of a team
* Good communications skills and computer literacy.
 | * Familiar with EMIS Web
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| Other factors | * Ability to self-motivate, organise and prioritise workloads.
* An understanding, adherence to the need for strict confidentiality.
* Ability to use own judgement, resourcefulness, common sense and local knowledge to respond to the needs of patients.
* Adopt a flexible approach to work including increasing working hours to provide cover during annual leave and/or sickness when able. The ability to respond positively to changes both within the practice
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