**Job Title**: Fareham & Portchester PCN First Contact Practitioner

**Salary range:** Physiotherapist Band 7-8a - (£37,570.00 to £43,772.00 pro rata (depending on experience)

**Reports to**: PCN Management Team

**Accountable to**: PCN Clinical Director

#### Job Summary

Fareham & Portchester (F&P) Primary Care Network (PCN) is a forward thinking Network of 4 practices within Fareham covering circa 44,000 patients. Keen on developing local services for our patients, First Contact Physiotherapy has been highlighted as a key development need for our population. This role will be central to this objective and key to the development of an Acute MSK type service to assist GP’s workload.

The post holder will be a key member of the F&P Primary Care Network Clinical Team and employed by Centre Practice as the PCN Lead practice. They will be required to work alongside the PCN Leadership team and Clinical Practitioners to deliver First Contact Musculoskeletal support to our patients.

Working closely with primary care teams, you will be the first point of contact for people with likely musculoskeletal pain in primary care. You will assess, diagnose and advise on MSK presentations, liaising with primary care colleagues when there is medical uncertainty. You’ll care for patients and their families in the way that you believe is best, delivering our high service standards, sharing best practice, and actively improving the way we work.

You will need strong clinical, communication and organisation skills. You will need a flexible approach to ensure positive patient experiences at every stage of their healthcare journey.

The job description and person specification below outline the tasks, responsibilities and outcomes required of the role. The job holder may be asked to carry out other duties as may be reasonably required by their experience and role at the request of the PCN.

Key Responsibilities

The First Contact Physiotherapist has the following key responsibilities; to:

1. provide clinical expertise, acting as a first-contact physiotherapist making decisions about the best course of action for patients' care (including in relation to undifferentiated conditions). This will involve seeing patients, without prior contact with their GP (where the service is designed as such), in order to establish a rapid and accurate diagnosis and management plan. independently, without day to day supervision, to assess, diagnose, triage, and manage patients, taking responsibility for prioritising and managing a caseload of the PCN’s Registered Patients;
2. work as part of a multi-disciplinary team in a patient facing role, using their expert knowledge of movement and function issues, to create stronger links for wider services through clinical leadership, teaching and evaluation;
3. develop integrated and tailored care programmes in partnership with patients, facilitate behavioural change, optimise individuals' physical activity, mobility, and utilising a range of first line treatment options including self-management, referral to rehabilitation services and social prescribing;
4. make use of their full scope of practice, developing skills relating to independent prescribing, injection therapy and investigation to make professional judgements and decisions in unpredictable situations, including when provided with incomplete or contradictory information. They will take responsibility for making and justifying these decisions;
5. manage complex interactions, including working with patients with psychosocial and mental health needs, referring onwards as required and including social prescribing when appropriate;
6. communicate effectively with patients, and their carers where applicable, complex and sensitive information regarding diagnoses, pathology, prognosis and treatment choices supporting personalised care;
7. implement all aspects of effective clinical governance for own practice, including undertaking regular audit and evaluation, supervision and training;
8. develop integrated and tailored care programmes in partnership with patients through:
   * 1. effective shared decision-making with a range of first line management options (appropriate for a patient’s level of activation);
     2. assessing levels of Patient Activation to support a patient’s own level of knowledge, skills and confidence to self-manage their conditions, ensuring they are able to evaluate and improve the effectiveness of self-management interventions, particularly for those at low levels of activation;
     3. agreeing with patient’s appropriate support for self-management through referral to rehabilitation focussed services and wider social prescribing as appropriate; and
     4. designing and implementing plans that facilitate behavioural change, optimise patient’s physical activity and mobility, support fulfilment of personal goals and independence, and reduce the need for pharmacological interventions;
9. request and progress investigations (such as x-rays and blood tests) and referrals to facilitate the diagnosis and choice of treatment regime including, considering the limitations of these derived from these and the relative sensitivity and specificity of particular tests diagnostic services, interpret and act on results and feedback to aid patients’ diagnoses and management plans; and
10. be accountable for decisions and actions via Health and Care Professions Council (HCPC) registration, supported by a professional culture of peer networking/review and engagement in evidence-based practice.

**Wider Responsibilities**

The following sets out the key wider responsibilities of the First Contact Physiotherapist:

1. To work across the multi-disciplinary team to create and evaluate effective and streamlined clinical pathways and services;
2. To provide leadership and support on MSK clinical and service development across the PCN, alongside learning opportunities for the whole multidisciplinary team within primary care;
3. To develop relationships and a collaborative working approach across the PCN, supporting the integration of pathways in primary care;
4. To encourage collaborative working across the wider health economy and be a key contributor to supporting the development of physiotherapy clinical services across the PCN;
5. To liaise with secondary and community care services, and secondary and community MSK services where required, using local social and community interventions as required to support the management of patients within the PCN; and
6. To support regional and national research and audit programmes to evaluate and improve the effectiveness of the First Contact Practitioner (FCP) programme. This will include communicating outcomes and integrating findings into own and wider service practice and pathway development.

PERSON SPECIFICATION

**Qualifications and ongoing learning and development**

* Completion of an undergraduate degree in Physiotherapy
* A Masters level qualification or the equivalent specialist knowledge, skills and experience
* Registered with the Health and Care Professions Council
* Member of the Chartered Society of Physiotherapy (CSP)
* Hold relevant public liability insurance
* May hold or be working towards a prescribing qualification
* May hold or be working towards a postgraduate physiotherapy qualification

**Expert professional practice**

* Demonstrates general physiotherapy skills and knowledge in core areas
* Working at Level 7 capability in MSK related areas of practice or equivalent, such as advanced assessment diagnosis and treatment
* Able to demonstrate in practice portfolio experience in core physiotherapy and MSK physiotherapy
* Is able to plan, manage, monitor, advise and review general physiotherapy care programs for patients in core areas, including disease states / long term conditions identified by local Needs Assessment
* Demonstrates accountability for delivering professional expertise and direct service provision
* Exercise a critical understanding of personal scope of practice and to identify when a patient needs referring on and where there are opportunities for developing the scope and competence of the wider MDT to meet patient care needs
* Integrates a broad range of interventions into practice, including injection therapy and independent prescribing, while also promoting non-pharmacological solutions to patient care
* Through patient assessment and working in partnership with patients and their carers, make decisions about the best pathway of care, informed by the urgency and severity of patient need, patient acuity and dependency, and the most appropriate deployment of resources
* Manage risk in unpredictable, uncertain situations to uphold patient safety, including by referring on to other primary care team members and to specialist services, as needed
* Able to follow legal, ethical, professional and organisational policies/procedures and codes of conduct
* Involves patients in decision making and supporting adherence as per NICE guidance

**Collaborative working relationships**

* Operate as a full member of the primary care team, including contributing to leadership, service evaluation/improvement and research activity
* Manage and co-ordinate the care that individual patients receive, including through liaising with other members of the MDT and with patients' carers
* Lead primary care activity, with a strong emphasis on prevention and early intervention, including through the delivery of public health advice (e.g. relating to physical activity, weight management and smoking cessation)
* Contribute to the use of healthcare technologies to optimise the integration of service delivery (across teams, sectors and settings) and patients’ access and continuity of care
* Contribute to the development of primary care teams, including through contributing to others' learning

**Leadership**

* Demonstrates understanding of the physiotherapy role in governance and is able to implement this appropriately within the workplace
* Demonstrates understanding of, and contributes to, the workplace vision
* Demonstrates ability to improve quality within limitations of service
* Reviews last year’s progress and develops clear plans to achieve results within priorities set by others
* Demonstrates ability to motivate self to achieve goals

**Management**

* Demonstrates understanding of the implications of national priorities for the team and/or service
* Demonstrates understanding of the process for effective resource utilization
* Demonstrates understanding of, and conforms to, relevant standards of practice
* Demonstrates ability to identify and resolve risk management issues according to policy/protocol
* Follows professional and organisational policies/procedures relating to performance management
* Represents the physiotherapy service on relevant committees and meetings, as a lead physiotherapy clinician, provide input in relation to specialist issues and clinical matters as required.
* Assists Team Leaders in the efficient day to day management of the musculoskeletal service.

**Education, learning and development**

* Understands and demonstrates the characteristics of a role model to members in the team and/or service
* Demonstrates understanding of the mentorship process
* Demonstrates ability to conduct teaching and assessment effectively according to a learning plan with supervision from a more experienced colleague
* Demonstrates self-development through continuous professional development activity
* Participates in the delivery of formal education programmes
* Demonstrates an understanding of current educational policies relevant to working areas of practice and keeps up to date with relevant clinical practice

**Research and evaluation**

* Demonstrates ability to critically evaluate and review literature
* Demonstrates ability to identify where there is a gap in the evidence base to support practice
* Demonstrates ability to generate evidence suitable for presentation at local level
* Demonstrates ability to apply the research evidence base into working practice
* Demonstrates understanding of the principles of research governance
* Demonstrates ability to work as a member of the research team

**Supporting Evidence**

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

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| --- | --- | --- | --- | --- | --- |
| **Factors** | **Description** | **Essential** | **Desirable** | **Assessment** | |
| **Knowledge, Training and Experience** | Understanding of Confidentiality and Data Protection Act.  NHS experience  Undergraduate degree in physiotherapy  Master Level qualification in Physiotherapy  Registered with the Health and Care Professions Council  Member of the Chartered Society of Physiotherapy (CSP)  Demonstrate in practice portfolio experience in core physiotherapy and MSK physiotherapy  Hold or working towards a prescribing qualification  Hold or working towards a postgraduate physiotherapy qualification  Experience of EMIS  Demonstrate the ability to critically evaluate and review literature  Demonstrate the ability to apply research evidence base into working practice | √  √  √  √  √  √  √  √ | √  √  √  √ | I  A  A/I  AI  A/I  A/I  I  A/I  A/I  I  I  A/I | |
| **Communication skills** | Clear communicator with excellent writing, data entry and presentation skills: capable of constructing and delivering clear information/ instructions to staff and service users  Ability to work under pressure in a busy working environment and able to multi-task  Effective team working  Demonstrate the ability to generate evidence suitable for presentation at local level | √  √  √  √ |  | I  A/I  A/I  I | |
| **Equality and Diversity** | Understanding of and commitment to equality of opportunity and good working relationships | √ |  | A/I | |
| **Autonomy** | Ability to work without supervision Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines  Demonstrate ability to motivate self to achieve goals | √  √ |  | A/I  I | |
| **Other** | An ability to maintain confidentiality and trust    Professional, calm and efficient manner  Commitment to continuing professional development  Positive and flexible approach to work  Follows professional and organisational policies/procedures relating to performance management | √  √  √  √  √ |  | I  I  I  I  I | |
| **\*Assessment will take place with reference to the following information**  **A=Application form I=Interview T=Test C=Certificate** | | | | | |

**SAFER RECRUITMENT**

*Equality & Diversity*

The organisation is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

*Health & Safety*

The organisation recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety.

All staff under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

*Risk Management*

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager / supervisor at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All staff must use the safety equipment provided, and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

*Protection of Children and Vulnerable Adults*

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the organisational procedure for raising concerns about the welfare of anyone with whom they have contact.

The organisation believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

*Clinical Governance*

The post holder will be expected to participate in clinical governance activities to assist the organisation to provide high quality services.

*Infection Prevention and Control*

The organisation is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All organisation staff are responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the organisation.

*Policies and Procedures*

Employees are expected to follow organisational policies, procedures and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager.

The organisation operates a policy which promotes a smoke free environment.

*Appraisal and Personal Development*

The organisation is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

*Information Governance*

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to information governance policies and procedures including GDPR, Caldicott principles, NHS Code of Confidentiality, Records Management, NHS Code of Practice Parts 1 and 2

Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of information governance.

*Records Management*

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

*Data Quality*

The organisation is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with the Data Quality Policy.

*Partnership Working*

The organisation is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.

*Equal Opportunities*

The organisation is committed to respect for others (staff and patients), equality of opportunity and diversity in the workplace. All managers and staff must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.