

## Objective

Our aim, as Practice Principals of Grantham Street General Practice, is to provide high quality general practice services to our patients and our community.

The **Practice Nurse** is a key member of the practice team, assisting the practice to:

- deliver high quality patient centred clinical care
- work with the Practice Manager and Practice Principles to lead and grow the building of **Practice Nurse** capacity and sustainability in the practice
- provide the essential tasks of health promotion, health maintenance and prevention of illness through provision of evidence based information and education to individuals, their families, groups and our community, working collaboratively with all practitioners and staff in the practice

## Principal Accountabilities of the Practice Nurse

The **Practice Nurse** is accountable for providing expert general nursing services to the patients of the Practice, and nursing support to practitioners and staff. The **Practice Nurse** provides a combination of direct clinical care, supportive care, and management of clinical care systems, often working independently and within their scope of practice relevant to their education and qualifications.

The **Practice Nurse** will be accountable to the Practice Principals of Grantham Street General Practice for:

- key responsibilities as listed in duties and tasks below
- maintaining a high level of professionalism and confidentiality
- excellent communication skills, written and verbal
- ability to work independently, show initiative and work productively within a team environment
- ability to communicate with a diverse range of people, with courtesy and respect

## Duties & Task Types of the Practice Nurse

The **Practice Nurse** will work closely with all members of the practice team to achieve our objective.

Tasks include:

### *Direct Patient Care*

Clinical activities include but are not restricted to:

- Triage patients for urgent appointments
- First aid and emergency care
- Supporting the Practice Manager and Medical Receptionists in triaging of patients and providing safe patient care
- Wound management and wound dressings

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- Immunisations as per Victorian Department of Health and Human Services **Schedule of Immunisation** to all ages and stages of life (\*ensure regular updates of Schedule of Immunisations)
  - Other immunisations and vaccination programs such as Flu Clinics, workplace vaccination, OSHC (Overseas Student Health Care), travel vaccinations and 'catch-up' programs
  - Injections and procedure such as desensitisation, denosumab (Prolia), goserelin (Zoladex), medoxyprogesterone (Depo-Provera), and others where appropriate
  - Assisting practitioners with minor procedures including but not restricted to removal of lesions, insertion and removal of Implanon, etc.
  - Preventive health checks including prediabetes, health assessments, aged care, cervical screening (if accredited)
  - Diagnostic services including ECGs, blood taking, urine testing, spirometry (if accredited), hearing tests (if accredited), mood and memory testing
  - Other diagnostic and treatment services if trained e.g. suturing, POP casts and fracture care
  - Coordination and participation in **Chronic and Complex Care (EPC – Enhanced Primary Care)** to patients including assisting with GP management plans and team care arrangements (GPMP + TCA) , health assessments, comprehensive medical assessments (CMA) to residents of aged care facilities, home medication reviews (HMR), case conferences, cycles of care for diabetes & asthma (SIP), children with special needs, and patients with disability and mental illness
  - Home visits where appropriate and assistance with home assessments especially for the elderly and those in RACFs
  - Assisting with registering patients for an electronic health record (**My Health Record**) and uploading current and accurate health summary to their record

### *Care Coordination*

Coordinate organisational aspects of patient care including:

- Maintaining, monitoring and improving patient information systems including **patient register and recall systems**
- Developing and maintaining immunisation recall systems including reporting to ACIR
- Assisting with completion of annual cycles of care e.g. diabetes and coordinating **Medicare claiming for Service Incentive Programs (SIPS)**
- Liaising with North West Primary Health Network for practice information regarding patient care services and supports
- Organising referrals to community health or local services as appropriate
- Liaising with hospitals and other health services including private pathology and imaging services
- Coordinating and undertaking patient health assessments including Enhanced Primary Care (as above) either in the practice or at home

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The **Practice Nurse** will work closely with the **Senior Practice Nurse** to ensure that all policies and procedures for best nursing and clinical practice are maintained and implemented across the whole of practice.

### *Quality Control*

- Maintaining treatment room equipment and resources including emergency equipment, Doctor's Bag drugs, drugs of dependence etc.
- Maintenance of medical equipment including Vaccine Fridge, autoclave, consulting room equipment (sphygmomanometer, scales, glucometer etc.)
- Assist in the implement and conduct of regular clinical audits to ensure patient follow up and review, follow up of abnormal results, recall and reminder systems, 'near-misses' etc.
- Participating in and leading team approach to managing adverse events including 'near-misses'

### *Infection Control*

- Sterilising instruments including compliance with sterilisation guidelines and training of practice staff where appropriate
- Infection control systems including practice spill kits (location and in date), PPE (personal protective equipment)
- Managing contaminated waste including safe disposal of sharps; implementation of needle stick injury policy & procedure in the case of 'needle stick injury'
- Assistance with regular education and training of staff and practice team in infection control guidelines, updates, and policies and procedures

### *Cold Chain and Vaccine Management*

- Assisting and educating all staff who receives vaccines in the maintenance of **Cold Chain** for vaccines.
- Maintenance of vaccine fridge and temperature log
- Awareness and implementation of back-up plan in case of adverse events such as power outage and storage of vaccines

### *Troubleshooting*

- Managing high patient demand on busy days
- Supporting **Medical Receptionists** in triaging of patients and decision making
- Sourcing information such as referral options
- Continuing to develop and improve practice systems to ensure quality clinical care

### *Education*

- Assist with practice CPR update and other practice changes such as updates to immunisation schedule
- Assisting with medical and nursing student clinical placements

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- Keep up to date with patient guidelines in prevention and health promotion such as asthma, diabetes
  - Participation in disease prevention campaigns and research such as Influenza Surveillance Audit, Hepatitis C improvement grant

### *Practice Accreditation*

- Participating and leading 3 yearly cycle of Practice Accreditation process due **March 2018** (planning commencing June 2017)
- Assistance with maintenance and implementation of whole of practice clinical and nursing policies & procedures
- Maintenance of personal credentialing for nursing accreditation e.g. immunisation credentialing, CPR update etc.

## Relationships

### *Reporting Relationships*

The **Practice Nurse** will work closely with the **Senior Practice Nurse** and the Practice Principals of Grantham Street General Practice to achieve our objective. The **Practice Nurse** will meet with the **Senior Practice Nurse** and the Practice Principals on a regular basis, as determined from time to time.

The **Practice Nurse** employment will be reviewed within three months from date of commencement, and then on an annual basis.

### *Other Professional Relationships*

The **Practice Nurse** will confer and negotiate on behalf of the Principals with appropriate outside service providers such as North West Primary Health Care Network (NWPHN), hospital, community and council services.

The **Practice Nurse**, as an essential member of the Practice team, is responsible for contributing positively to the good working relationship of the team, based on values of respect, kindness, courtesy and compassion for each other, our patients and our community.

## Delegation of Authorities

The **Practice Nurse** will assist the **Senior Practice Nurse** in maintaining stock control of medical supplies, vaccine stock (scheduled vaccines & private vaccines), treatment room stock including dressings, minor procedure equipment, Doctor's Bag drugs, and emergency equipment & drugs.

The **Senior Practice Nurse** has delegated authority for the ordering of stock and vaccines as per 'Delegation of Authorities'. From time to time the **Practice Nurse** may have to assume delegated authority for such ordering if the **Senior Practice Nurse** is unavailable.

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## Skills & Knowledge

The **Practice Nurse** is expected to have demonstrated or working towards achievement or capability in the following areas:

- A broad understanding of the requirements of a small to medium business such as private general practice
- Ability to communicate effectively verbally and in writing
- Leadership and team-building experience
- Ability to devise and review systems for operational efficiency and control
- Knowledge of relevant legislation and regulation for best practice nursing in general practice
- Knowledge of employment conditions for nursing in primary care
- Decision making competence
- Commitment to continuing education
- Maintenance of appropriate registration and insurance for expertise and scope of practice