

Streaming and Initial Assessment Practitioner



Job Title:	Streaming and Initial Assessment Practitioner	<i>HR use only</i> Job Reference Number
Report to:	Operational Manager	
Accountable to:	Matron	



Job description

Job purpose

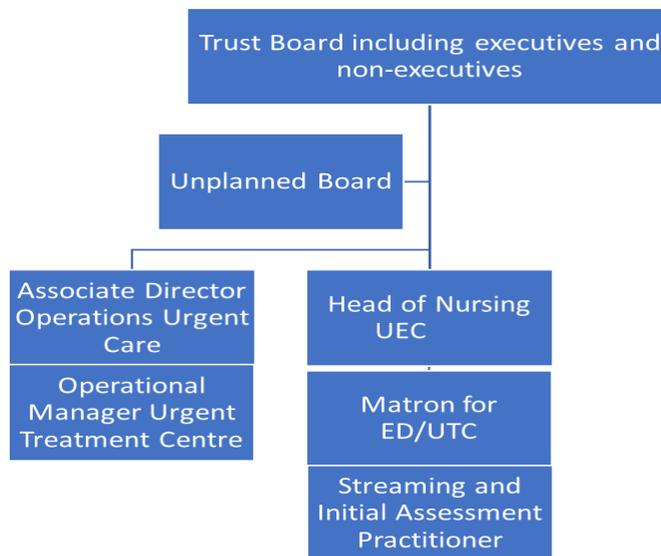
The aim of this role is to support the Urgent and Emergency care service by providing senior clinical experience at the front door and across the Emergency Floor.

Job statement

To be responsible for delivering an efficient and competent level of accurate patient assessment ensuring the highest quality of care for patients arriving at the urgent and Emergency Floor.

To stream and direct patients to the most appropriate place for their assessment and treatment and the timely recognition of the sick and deteriorating patient, escalating and acting appropriately in accordance to professional standards and policies.

Organisation chart



OUR VALUES
care



Compassion



Accountable



Respect



Everyone counts

Communication and relationships

- Maintain and promote effective communication within the department and multidisciplinary team (MDT) and to other wards and departments.
- Communicate complex and sensitive information effectively using language appropriate to the situation and individuals involved.
- Participate in staff meetings/Team Briefing, as required.
- Identifying patients with non-urgent healthcare issues which do not need medical assessment or treatment and effecting a safe discharge back to community services.
- Management of own behaviour to achieve results and develop and maintain effective working relationships with others.
- Be motivated to work together with others and in a variety of different team settings.
- Maintain high standards of records (written and verbal).

Analysis and Judgement

- Undertake face to face autonomous assessment and streaming of patients with undifferentiated and undiagnosed presentations to the most appropriate area in the service to meet their health needs. Recognising red flag signs and symptoms suggestive of the acutely unwell patients to ensure they are prioritised appropriately.
- Carry out physical clinical assessment when required to support the streaming process and ensure patient safety.
- Carry out investigations which will support clinical decision-making when reviewed by the clinicians.
- Identifying patients with non-urgent healthcare issues which do not need medical assessment or treatment and effecting a safe discharge back to community services.

Planning and organising

- Undertake initial assessment and observation of patients and complete patient care record on Adastral or Symphony.
- Stream patient to the appropriate place for treatment.
- Plan, organise, prioritise and control work, ensuring effective use of time, money and resources.
- Through team working, ensure that there is adequate cover to meet the needs of the service.

Patient and client care

- Within the UTC, triage the direct 111 attendances within 15 mins post registration using the Manchester Triage system to identify patients to manage as a priority whether in the UTC or referring to ED if found to be acutely unwell.
- Identifying patients with non-urgent healthcare issues which do not need medical assessment or treatment and effecting a safe discharge back to community services.
- Have knowledge of and be able to initiate care of patients needs.
- Demonstrates safe clinical reasoning and diagnostic skills, as well as assessing and managing clinical risk.
- Ensures that clinical practice is evidence based.
- Be aware of professional limits in clinical skills and knowledge, referring patients on to definitive care as appropriate.
- Act as a senior clinical role model.
- Be responsive in addressing patient's concerns at an early stage, investigate complaints and incidents in line with the Trust's policies and procedures.
- Ensure that documentation is maintained to the Trust's standards and implement audits of records to measure and evaluate the effectiveness of patient care.
- Provide information and support to relatives / carers.
- Work in partnership with support staff to ensure that care, treatment and service needs are met.

Service and policy development

- Participate in agreeing Standards of Care in line with agreed guidelines and be responsible to monitor them, as required.
- Show creativity and innovation in developing new ways of working.
- Develop clinical policies or procedures that are relevant to the area in agreement with the Clinical Lead.
- Adhere to safe working practices within your area and ensure compliance with the requirements of the Data Protection Act.

Managing financial resources

- Order and monitor correct amount of stock on department as required/directed.
- Manage the efficient and effective use of supplies, provisions and equipment of the ward within the delegated budget. This includes management of staffing, including temporary staff.

People management and development

- Ensure own professional standards and updating including self-directed learning and maintain professional portfolio.
- Supervise and be available, as necessary to new staff and learners and be a mentor to new staff.
- Assist with introducing new staff to their duties, policies and guidelines in the department.

Information system use and management

- To maintain standards of data quality relating to the collection, input and use of information that conforms to nationally defined standards and Trust Policy for all computerised and manual systems.
- To observe complete confidentiality of all information including awareness and adherence to legal requirements of the Data Protection Act.

Involvement in surveys and research

- Actively seek evidence-based practice which will support clinical outcomes as appropriate
- Undertake audits and research appropriate to area of practice and act on results.
- Ensure the Clinical Quality Standard is embedded in day-to-day practice and audits are conducted in line with the Trust's audit plan.
- Participate in Trust wide quality monitoring schemes.

Freedom to Act and autonomy

This role is required to work with standard procedures and on occasion is required to review national policies and provide guidance to the Trust on how these should be implemented locally.

General compliance:

1. To comply with all Trust Policies and Procedure, with particular regard to
 - Risk Management
 - Health and Safety
 - Confidentiality
 - Data Quality
 - Freedom of Information
 - Equality Diversity and Inclusion
 - Promoting Dignity at Work by raising concerns about bullying and harassment
 - Information and Security Management and Information Governance
 - Counter Fraud and Bribery
2. The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:
 - Understand duty to adhere to policies and protocols applicable to infection prevention and control.
 - Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
 - All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
 - All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
5. Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. **Our vision, values and behaviours** have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
6. Perform any other duties that may be required from time to time.
7. Patients come first in everything we do. Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.
8. Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
9. Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
10. Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

This job description may be altered to meet changing needs of the service, and will be reviewed in consultation with the post holder.

Key Skills required undertaking this role.	On Appointment (Essential)	After 12 months in post	At 2 nd Gateway (Desirable on appointment)	How this will be measured.
Qualifications and role specific knowledge*	<ul style="list-style-type: none"> • NMC or AHP Registration • Recent post registration experience in ED • Evidence of professional updating • Completion of relevant ED specialist courses • Up-to-date ILS, TILS, PILS • Knowledge of ECG interpretation • National Emergency Care and Urgent Care Agenda • A clear understanding of the Clinical Governance framework and clinical audit methodology • Teaching qualification • Understanding of patient flow. • Safeguarding children and adults' broad understanding Understanding of obligations in relation to equality and diversity.	Core 5, Level 3 Contribute to improving quality Core 2, Level 3 Develop oneself and contribute to the development of others G1, Level 2 Enable people to learn and develop	Contribute to improving quality Core 2, Level 4 (A-C) Develop oneself and others in areas of practice G1, Level 2 Enable people to learn and develop	<ul style="list-style-type: none"> • A review at annual appraisal • A review at annual appraisal/more frequently where indicated
Safeguarding Children**	<div style="text-align: center;">2</div>	<div style="text-align: center;">3</div>	<div style="text-align: center;">3</div>	
Physical Skills	<ul style="list-style-type: none"> • Approachable and diplomatic • Proven track record 	Attend annual update and complete e-learning modules, as required in relation to manual handling	Attend annual update and complete e-learning modules, as required in relation to manual handling	<ul style="list-style-type: none"> • A review at annual appraisal/more frequently where indicated • Record of attendance/completion of mandatory manual handling training

Dementia Awareness	Level 1	Level 1	Level 1			
Aptitudes	<ul style="list-style-type: none"> • Able to use initiative to cope in a variety of situations • Good time management skills • Ability to maintain effectiveness under pressure • Able to work as part of a team • Well motivated self/others • Professional approach/good role model • Self-awareness and commitment to self-development • Computer literate • Analytical and problem solving approach • Visionary leader <p>Core 6, Level 1 Act in ways that support equality and diversity</p>	<p>Core 6, Level 2 Support equality and value diversity</p>	<p>Core 6, Level 3 (C-E) Promote equality and value diversity</p>	<p>A review at annual appraisal/more frequently where indicated</p>		
Abilities	<ul style="list-style-type: none"> • Proven ability to assess patients • Ability to demonstrate effective management and leadership skills • Team player, able to use own initiative • Can demonstrate the Organisational values. • Ability to work well under pressure <p>Ability to handle/manage difficult situations</p>	<p>Core 3, Level 3 Promote, monitor and maintain best practice in health, safety and security</p> <p>Core 4, Level 2 (A-B) Contribute to the implementation of services</p> <p>HWB2, Level 3 Assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs</p> <p>HWB3, Level 1 Recognise and report situations</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="1335 987 1767 1110"> <p>Core 6, Level 3 (C-E) Promote equality and value diversity</p> </td> </tr> <tr> <td data-bbox="1335 1110 1767 1382"> <p>Core 3, Level 3 Promote, monitor and maintain best practice in health, safety and security</p> <p>Core 4, Level 2 Contribute to the implementation of services</p> <p>HWB2, Level 3 Assess health and wellbeing</p> </td> </tr> </table>	<p>Core 6, Level 3 (C-E) Promote equality and value diversity</p>	<p>Core 3, Level 3 Promote, monitor and maintain best practice in health, safety and security</p> <p>Core 4, Level 2 Contribute to the implementation of services</p> <p>HWB2, Level 3 Assess health and wellbeing</p>	<p>A review at annual appraisal/more frequently where indicated</p>
<p>Core 6, Level 3 (C-E) Promote equality and value diversity</p>						
<p>Core 3, Level 3 Promote, monitor and maintain best practice in health, safety and security</p> <p>Core 4, Level 2 Contribute to the implementation of services</p> <p>HWB2, Level 3 Assess health and wellbeing</p>						

		<p>where there might be a need for protection</p> <p>HWB6, Level 2 Contribute to the assessment of physiological and/or psychological functioning and develop, monitor and review related treatment plans.</p> <p>G3, Level 1 Monitor, order and check supplies of good and/or services</p>	<p>needs and develop, monitor and review care plans to meet specific needs</p> <p>HWB3, Level 1 Recognise and report situations where there might be a need for protection</p> <p>HWB6, Level 3 Assess physiological and/or psychological functioning and develop, monitor and review related treatment plans.</p> <p>G3, Level 1 Monitor, order and check supplies of good and/or services</p>	
--	--	---	--	--

Communication Skills	Excellent communication skills at all levels	<p>Core 1, Level 3 Develop and maintain communication with people about difficult matters and/or in difficult situations</p> <p>IK1, Level 2 Modify, structure, maintain and present data and information</p>	<p>Core 1, Level 4 (D-E) Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations.</p> <p>IK1, Level 2 Modify, structure, maintain and present data and information</p>	A review at annual appraisal/more frequently where indicated
-----------------------------	--	---	---	--

* = State knowledge required in terms of level of competence NOT X years' experience, as this is age discriminatory

** indicate the level of mandatory Safeguarding Children Training this post needs 1,2 or 3.

When submitting a job description for evaluation, it must be accompanied by a Job Description Risk Assessment form

SUPPLEMENTARY JOB DESCRIPTION INFORMATION

Post Title:

Ward/Dept and Site: St Marys Hospital

Date Completed:

1. General Information about the post.

Location	%	Location	%	Location	%
Office based		Home		Outpatients Clinic	100
Decontamination room		Kitchen		Community based	
Ward area		Stores		Workshop	
In a vehicle				Theatre environment	

Indicate below if any of these apply

Location	%	Location	%	Location	%
Isolated locations		Outdoors		Works on their own	
Works with patients in isolation e.g. in their own home		Works with patients – assistance is accessible.	100	Required to be in a building on their own for periods of time	
Working hours					
Full time		Part time			
Office hours		Hours worked as a shift	12	Hours worked at night	4
Concentration and Levels of Interruptions					
Required to concentrate for long periods of time	10	Required to concentrate for short periods of time	90		
Interruptions throughout the day		Constant	100	Occasional	

All criteria require a indication of whether the post holder will be expected to work in or be directly exposed to the following factors. Please use the comments box to provide details including frequency (e.g. how many times per shift)

2. Working Conditions	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Working in bad weather e.g. when it is windy or/and raining.					x
Excessive temperatures				x	
Unpleasant smells/odours			x		
Noxious fumes	x			x	
Excessive noise &/or vibration				x	
Use of VDU more or less continuously	x				
Unpleasant substances/non-household waste		x			
Infectious Material/Foul Linen	x				
Body fluids, faeces, vomit, blood	x				
Dust/dirt				x	
Humidity				x	
Contaminated equipment or work areas	x				
Driving/being driven in normal situations					x
Driving/being driven in emergency situations					x

Fleas or lice				x	
Exposure to dangerous chemicals/ substances in/not in containers				x	
Exposure to aggressive verbal behaviour where there is little/no support		x			
Exposure to aggressive physical behaviour where there is little/no support		x			
Exposure to risks that could result in an acute traumatic injury				x	
Undertaking exposure prone procedures				x	

Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)

--	--	--	--	--	--

3. Emotional Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Processing (e.g. typing/transmitting) news of highly distressing events		x			
Giving unwelcome news to patients/ clients/carers/staff	x				
Caring for the terminally ill			x		
Dealing with difficult situations/ circumstances	x				
Designated to provide emotional support to front line staff		x			
Communicating life changing events			x		
Dealing with people with challenging behaviour	x				
Arriving at the scene of an accident					x

Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)

--	--	--	--	--	--

4. Physical Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Working in uncomfortable/ unpleasant physical conditions					x
Working in physically cramped conditions		x			
Lifting weights, equipment or patients using mechanical aids	x				
Lifting weights/ equipment or patients without mechanical aids	x				
Making repetitive movements		x			
Climbing or crawling					x
Manipulating objects		x			

Manual digging					x
Running			x		
Standing/sitting with limited scope for movement for long periods			x		
Kneeling, crouching, twisting, bending or stretching		x			
Standing/walking for substantial periods of time	x				
Heavy duty cleaning				x	
Pushing/pulling trolleys or similar	x				
Working at heights					x
The job requires to be trained in control and restraint.				x	

Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)

--

5. Mental Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/Not at all
Carry out formal student/ trainee assessments		x			
Carry out clinical/social care interventions		x			
Analyse statistics			x		
Operate equipment machinery			x		
for more than ½ a shift					x
for less than a shift			x		
Give evidence in a court/tribunal/ formal hearings			x		
Attend meetings (describe types of meeting and post holders role)	x				
Carry out screening tests/ microscope work					x
Prepare detailed reports					x
Check documents	x				
Carry out calculations	x				
Carry out clinical diagnosis	x				
Carry out non-clinical fault finding		x			

Signed by post holder*: _____

Date

Signed by line manager: _____

Date

* in the case of new jobs this will have to be an 'estimate' of the demands of the role.