

JOB DESCRIPTION

Job Title: First Contact Physiotherapist

Accountable to: Lead Nurse Partner

Key Relationships: Multidisciplinary Clinical Team, Patient Services Team

Salary: £33,730 - £48,510 per annum

JOB SUMMARY:

The role will provide clinical expertise, acting as first-contact physiotherapist and making patient-centred decisions. You will work within a team of established FCPs across the Primary Care Network in Lancaster (Lancaster Medical Practice & Queens Square Medical Practice). Within a wider team of GPs, ACPs and a multidisciplinary team including practice nurses, healthcare assistants and social prescribers.

The role will consult with patients via telephone and face-to-face appointments, without prior contact with their GP, to establish a rapid and accurate diagnosis and management plan, request and progress investigations to facilitate diagnosis and choice of treatment regime and then interpret and act on results to aid diagnosis and the preparation of management plans for patients.

This is a recently established role and therefore this job description may be reviewed periodically. A key part of the role will be to work with other clinical leads to grow and develop the role. You will be supported by other team members in supervision of clinics, with peer support through structured meetings and supervision. There will be an expectation to meet the FCP HEE Pathway either through portfolio or through HEE NHS funded modules.

Future role developments to expand the role are being considered to improve access to investigations, injection therapy and non-medical prescribing.

KEY DUTIES/RESPONSIBILITIES

- To undertake initial clinical assessment and provide treatment plans for patients within the defined group
- Link with other services to reduce referrals to secondary care
- To receive referred patients from LMP triage and consultation services and provide necessary treatment plans and advice
- To be able to prioritise caseload and intervene appropriately in complex, emergency or urgent situations
- Process and request investigations to support with diagnosis and treatment choice
- Work independently, without day to day supervision, to assess, diagnose and manage patients, taking responsibility for prioritising and managing a caseload
- Develop integrated and tailored care plans for patients, working with them to provide a range of first-line treatment options, including self-management, referral for physiotherapy treatment and to rehabilitation focussed services and social prescribing, ensuring care plans are tailored to the individual needs of the patient, considering their general health and wellbeing and psychosocial and mental health needs

- Support patients to take ownership of their tailored care plan and self-management
- Build strong relationships across the practice
- To prioritise own workload
- To respond in a timely manner to the changing needs of patients and the service, in terms of the scope and nature of clinical practice

SECONDARY RESPONSIBILITIES

- To contribute to Public Health campaigns (e.g. flu clinics) through advice or direct care
- Participate in audit as required
- Support the delivery of QoF and QoS schemes

PROFESSIONAL ROLE:

- Adhere to the Health and Care Professions Council Code of Professional Conduct, or other Professional bodies as appropriate, and at all times work within the scope of professional practice.
- Promote evidence-based practice through the use of the latest research-based guidelines and the development of practice-based research.
- Monitor the effectiveness of their own clinical practice through the quality assurance strategies such as the use of audit and peer review
- Maintain professional registration
- Record accurate consultation data in patients records in accordance with the latest guidance and other pertinent standards
- Keep up to date with pertinent health-related policy and work with the practice team to consider the impact and strategies for implementation
- Pro-actively promote the role of the First Contact Physiotherapist within the Practices, and externally to key stakeholders and agencies, ensuring staff and partners know how to refer and what support will be provided to individuals.
- Work with the team to investigate adverse clinical incidents and complaints.
- Adhere to Lancaster Medical Practice/Queen Square policies, procedures and guidelines.

HEALTH AND SAFETY/RISK MANAGEMENT

- The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).

EQUALITY AND DIVERSITY

- The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

PATIENT CONFIDENTIALITY

- The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

PERFORMANCE MANAGEMENT

- The post holder will participate in practice performance management systems.

INFECTION CONTROL

- All staff are expected to adhere to infection control policy and procedures as appropriate to their role and responsibilities in their work setting.

SPECIAL WORKING CONDITIONS

- The post-holder will be required to travel independently when visits are required and to attend meetings and or training hosted by other agencies.
- The post involves working across different sites and the post holder will be required to be flexible to cover annual leave and sickness.
- The post-holder will have contact with body fluids ie, wound exudates; urine etc while in clinical practice.

GENERAL

- The main duties and responsibilities are shown above are not exhaustive but should merely be regarded as a guide. The post-holder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet the challenging needs of the business.
- The post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and an Enhanced Disclosure and Barring check will be carried out.

Post Holder: **Date:**

Signed: **Date:**.....

Manager: **Date:**

Signed: **Date:**

Person Specification

First Contact Physiotherapist

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the essential criteria on your application form.

Factors	Description	Essential	Desirable
Qualifications	- Degree in physiotherapy	✓	
	- Masters level qualification, or equivalent experience and knowledge	✓	
	- Registered with the HCPC	✓	
	- Prescribing qualification		✓
	- Continual Professional Development and CPD evidence / portfolio	✓	
Skills, Knowledge, and Experience	- Experience of working autonomously and as part of a team	✓	
	- Understanding of the principles of case management	✓	
	- Awareness of the current national and local agenda in health and social care	✓	
	- Experience of working in primary care		✓
	- Strong communication skills, both written and verbal	✓	
	- Ability to work without direct supervision and determine own workload priorities	✓	
	- Ability to show empathy along with excellent observational skills.	✓	
	- Experience of Implementing protocols and clinical guidelines	✓	
	- Experience of producing and analysing audits	✓	
	- Ability to plan and prioritise workload	✓	

	<ul style="list-style-type: none"> - Making effective use of training to update knowledge and skills for both practice and service need - Ability to use own judgement, resourcefulness, common sense and local knowledge to respond to the needs of the patient - The ability to respond positively to changes both within the practice and at CCG level 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
Personal	<ul style="list-style-type: none"> - Ability to follow organisational policies and procedures and codes of conduct - Ability to use own discretion - Flexible and approachable, with the capacity to embrace change - Able to provide leadership - Strong problem solving and analytical skills - Access to own transport and ability to travel across the area regularly - Able to work collaboratively with other team members - An understanding, acceptance and adherence to the need for confidentiality 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	