

Location: National - Clinical Resilience Team

Reporting to: Clinical / Medical Lead

Hours of work: Flexible shift patterns to meet the needs of the service including days, evenings, nights, weekends and bank holidays

Education/Qualifications

- Current NMC certificate
- MSc in Advanced Practice/Clinical Practice
- V300 or equivalent non-medical prescribing qualification.
- Vocational training certificate or certificate of equivalence
- Full membership of a medical indemnity organisation
- Current HEP B immunity certificate

Experience:

- Extensive experience of telephone assessment
- Primary care home visiting, triage and face to face consultation
- Demonstrate holistic patient care

Skills / Knowledge

- Confidence in seeing, treating and discharging patients of all ages (including under 2s)
- Basic computer literacy and keyboard skills
- Good telephone manner & clear diction.
- Timely record keeping.
- Excellent communication and listening skills.
- Team worker
- An up to date and comprehensive understanding of modern primary care and its delivery out of hours



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Organisation

The Clinical Resilience Team is a remote, flexible clinical workforce providing expert telephone-based assessment and advice across both the Clinical Assessment Service (CAS) and Out of Hours (OOH) services. Operating 24 hours a day, 365 days a year in partnership with NHS 111, the team plays a key role in ensuring patients receive timely access to the most appropriate care without the need for repeated assessments.

Through comprehensive clinical telephone consultations, clinicians assess, advise, and managing a wide range of non-emergency healthcare needs, supporting patients through direct referrals, onward booking into primary care services, and access to specialist advice within the wider multidisciplinary clinical hub. By providing clinical capacity across CAS and OOH services, the Clinical Resilience Team helps maintain service continuity, operational resilience, and high-quality patient care during periods of increased demand, ensuring safe and effective outcomes for patients across the healthcare system.

Job Summary

Provide safe and effective assessment and diagnosis via telephone and email / online video consultation, and make timely decisions regarding future management, including advice and onward referral to callers who have been identified as requiring enhanced clinical assessment.

Work as part of the multi-disciplinary team in providing quality, evidence-based health care, in line with protocols and policies to meet the immediate needs of the patient and provide clinical support to other clinicians working in the integrated urgent care hub.

Function autonomously and within your sphere of competency to provide telephone assessment of patients, plan their care, administer treatment and discharge them or refer as appropriate to other healthcare professionals / external agencies. This will include prescribing for patients as required.

Take an active role within the cross-disciplinary, multi-skilled team to ensure service quality in line with corporate goals and strategy, and to assist in the development of new models for service delivery that have a positive impact on the health economy.

Represent Practice Plus Group a professional manner when in contact with the general public and other professionals.

Work closely with the clinical and operational team, service leads and directors for the services to ensure:

- Safety of the clinical hub service at all time
- Efficient utilisation of resources
- Effective real time contingency management on shift

Skills / Knowledge continued:

- Self-motivated and flexible
- Empathetic and caring
- Socially & ethically aware
- Professional approach and a presentable appearance
- Ability to work under pressure and manage a demanding workload

Other Requirements:

- You may be required to travel to other Practice Plus Group locations in the event of a Disaster Recovery plan
- Receptive to needs of patients, relatives and carers
- Adherence to confidentiality requirements.
- Reliability, punctuality & commitment to work
- No lateness or early departures
- Minimum cancellation of shifts



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What you'll be doing:

- Monitor Out of Hours or Clinical Hub triage queues
- Telephone assessment of cases sent to the clinical queues by Service Advisors, Health Advisors or Clinical Advisors.
- To manage a range of case types including:
 - Assessment of children who have not reached a definite disposition via Pathways assessment.
 - Assessment of adults who have not reached a definite disposition via Pathways assessment.
 - Emergency contraception advice
 - Medication queries and requests
 - Support Clinical Advisors in validating Emergency Department and Green Ambulance dispositions following NHS Pathways assessment
- Provide clinical advice and support to the other members of the OOH / CAS, currently:
 - Mental Health Specialist Nurses
 - Non-prescribing pharmacists
 - Dental nurses
 - Advanced Clinical Practitioners
 - 111 NHS Pathways trained Clinical Advisors
- Navigate appropriate cases for Home visit or district nursing service
- Manage prescription requests in conjunction with pharmacist, and using Electronic Prescribing. To work virtually with the multidisciplinary team the clinical queues, management team and call handlers, together with other members of staff, to maximise effective and efficient delivery of care to patients.
- Thorough documentation of all contacts (including attempted calls) in clinical systems
- Follow protocols and policies.
- To regularly update personal clinical skills and knowledge.
- To work within the prescribing formulary taking account of the minimum recommended length of prescribed treatment.
- Actively participate in clinical governance within the OOH / CAS as required by the Lead for the service
- Fulfil any monitoring requirements attached to the post as required

Professional and Educational Responsibilities

- Work within the professional Code of Conduct and other directives as defined by the NMC
- Undertake appropriate personal and professional development to meet the requirements of revalidation
- Using the system provided, keep accurate and contemporaneous records of each enquiry, including assessment and advice regarding care
- Allow patients to carry out self-care as appropriate, through effective communication and health care advice
- Attend training and professional development programmes identified as appropriate

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- Participate in the delivery of induction and ongoing in house training programmes
- Regularly participate in clinical supervision.
- Participate in individual's performance appraisals activities.
- Demonstrate a clear understanding of the accountability and legal implications of the nurse triage role.
- Participate in regular performance review with service leads using agreed competency framework appropriate to the individual's scope of practice.

Education and Training

- To work within the professional Code of Conduct and other directives as defined by the NMC.
- To undertake appropriate personal and professional development to meet the requirements of your ACP registration.
- To demonstrate a clear understanding of the accountability and legal implications of the ACP triage role.
- To participate in regular performance review using agreed competency framework appropriate to the individual's scope of practice.
- Apply up to date research-based findings to primary care practice, thus ensuring best evidence based practice is followed.
- Show commitment to lifelong learning and a learning environment through personal example and dissemination of skills, attitude and knowledge to others
- Ensure updated mandatory training requirements are met and equipment training records are maintained.

Quality Assurance

- Promote clinical excellence and best evidence practice reflecting Practice Plus Group's primary care philosophy
- Act responsibly as an employee to maintain a safe and healthy environment for service users, visitors and staff
- Reporting any incidents as per local guidelines
- Advocate for patients where feedback has been received

Performance Assessment

- Participate fully in an annual appraisal process and agree a personal development plan that will ensure that the objectives of the individual, the team are achieved

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.