



Yate & Frampton Cotterell PCN

CARE CO-ORDINATOR – JOB DESCRIPTION

Hours of duty: up to 37.5hrs per week

Responsible to: Practice Manager

Accountable to: PCN Board

Salary scale: £23,464.35 pro rata per annum

Job Summary

A patient care co-ordinator (PCC) will assist patients (either directly or by liaising with their carers or Care Home staff) to identify their needs and wishes and develop a personalised care plan. The PCC will liaise between patients and their families, Clinicians, GP surgeries, Community services, Care Home staff and other health care and voluntary sector services to work towards the specified aims of each patient.

Working closely with the patient and their clinician or other healthcare professional, the PCC co-ordinates patients' healthcare and directs them to the appropriate service to ensure that they get the most suitable care from whatever health or social care provider is appropriate.

The PCC's role requires them to be able to work with, and understand the roles of, a variety of different people working in the practice and across the PCN including doctors, nurses, healthcare assistants, social prescribing link workers, physiotherapists, physician associates, paramedics, health and wellbeing coaches, podiatrists, occupational therapists, pharmacy technicians and others.

You will need to be a car driver and have your own car as this role involves travelling to different practices and care homes across the Yate and Frampton Cotterell practice areas.

Primary Duties & Areas of Responsibility

There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels. The main duties will involve:

- Working with patients and their families or carers, to identify their needs and wishes and develop a personalised care plan for each patient
- Working closely with GP practices and PCN healthcare staff to identify and work with a cohort of people to support their personalised care requirements
- Working with Care Home staff to develop personalised care plans for each resident. To assist in the co-ordination of health professionals in a multi-disciplinary team to identify patients in most need and liaise with providers to meet these needs
- Coordinating the monitoring of patients long term conditions where appropriate
- Assisting patients to be better prepared to have conversations on shared decision making and to improve awareness of shared decision making and related support tools
- Providing patients with high quality, easy to understand information to assist them in making choices about their care
- Liaising with other PCCs in other practices within the PCN and share best practice
- Assisting Care Home staff to identify and access local educational and learning opportunities

- Assisting patients to be able to self-manage their conditions including referral to education courses, peer support or interventions that support them in their health and well-being
- Where appropriate, to assist patients to access personal health budgets
- To provide coordination and navigation of patients, and where appropriate their carers, across health and social care services, including signposting them to assistance with finances and benefits
- To support in the delivery of Quality and Outcomes Framework, enhanced services and other service requirements on behalf of the GP Practices
- To attend and participate in the delivery of multi-disciplinary teams (MDT) within PCNs.
- To undertake all mandatory training and induction programmes
- To contribute to and embrace the spectrum of clinical governance
- To develop yourself and the role through participation in training and service redesign activities
- To attend a formal appraisal with your manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed.
- To contribute to public health campaigns (e.g. flu clinics) through advice or direct care

In addition to the primary responsibilities, the PCC may be requested to:

- Support delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives
- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner
- Duties may vary from time to time without changing the general character of the post or the level of responsibility

In addition to the primary responsibilities, the PCC may be requested to:

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & safety:

The post-holder will implement and lead on a full range of promotion and management of their own and others' health and safety and infection control as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines.
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines.
- Responsible for the correct and safe management of the specimens process, including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements.
- Management and maintenance of Personal Protective Equipment (PPE) for the practice, including provision, ordering, availability and ongoing correct usage by staff.
- Responsible for hand hygiene across the practice.
- Ownership of infection control and clinically based patient care protocols and implementation of those protocols across the practice.
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process.
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes.
- Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand-cleansing facilities, wipes etc. are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
- Safe management of sharps procedures, including training, use, storage and disposal.
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile way, safe and free from hazards. Initiation of remedial/corrective action where needed or escalation to responsible management.
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general/patient areas generally clean, sterile, identifying issues and hazards/risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers.
- Undertaking periodic infection control training (minimum twice annually).
- Routine management of own team/team areas, and maintenance of work space standards.
- Waste management, including collection, handling, segregation, container management, storage and collection.
- Spillage control procedures, management and training.
- Decontamination control procedures, management and training, and equipment maintenance.
- Maintenance of sterile environments.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.

- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team. Activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

To carry out any other duties as may be required by the practice either temporarily or permanently. This job description is intended to provide an outline of the key tasks and responsibilities. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account developments within the practice.