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FIRST CONTACT PHYSIOTHERAPIST (FCP) PERSON SPECIFICATION & JOB DESCRIPTION

FCP GENERAL PRACTICE SPECIALIST ASSOCIATE (GPSA) JOB SUMMARY

The FCP GPSA will act autonomously within their professional scope of practice through the delivery of bespoke advice to the clients of General Practice Solutions (GPS). Depending on the GPS services commissioned, FCP GPSAs may also be required to care for the service users face to face, via telephone consultations and/or undertake video consults.

The FCP GPSA will use their skills, knowledge, and competencies as a qualified Physiotherapist to be responsible and accountable for mentoring GPS clients on the management of service user caseloads for treatments and referrals. The FCP GPSA may also be required to simultaneously apply the same standards for the direct care of service users depending on the GPS services commissioned.

The FCP GPSA will be required work on a group and individual basis with people of all ages.

The FCP GPSA will provide clinical expertise, acting as first-contact physiotherapist and making decisions about the best course of action for service users care (including in relation to undifferentiated conditions). This will involve seeing patients, without prior contact with their GP, to establish a rapid and accurate diagnosis and management plan.

The FCP GPSA will progress and request investigations to facilitate diagnosis and choice of treatment regime, understanding the information limitations derived from these and the relative sensitivity and specificity of tests diagnostic services such as x-rays and blood test, and interpret and act on results to aid diagnosis and the management plans of service-users.

Deliver programmes of supported service user self-management, in ways that facilitate behavioural change, optimise individuals' physical activity, mobility, fulfilment of personal goals and independence, and that minimise the need for pharmacological interventions.

FCP GPSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<i>Degree of postgraduate qualification in Physiotherapy</i>	<input checked="" type="checkbox"/>	
<i>Registered with the HCPC</i>	<input checked="" type="checkbox"/>	

<i>Specialist knowledge acquired through postgraduate diploma level or equivalent training/experience.</i>	<input checked="" type="checkbox"/>	
<i>Hold an Independent Prescribing Qualification</i>		<input checked="" type="checkbox"/>
<i>Member of the Chartered Society of Physiotherapy</i>		<input checked="" type="checkbox"/>

PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Works effectively independently and as a member of a team.</i>	<input checked="" type="checkbox"/>	
<i>Flexible approach to meet service needs and ensure a stakeholder focused response.</i>	<input checked="" type="checkbox"/>	
<i>Self-motivated and proactive.</i>	<input checked="" type="checkbox"/>	
<i>Continued commitment to improve skills and ability in new areas of work.</i>	<input checked="" type="checkbox"/>	
<i>Able to undertake the demands of the post with reasonable adjustments if required.</i>	<input checked="" type="checkbox"/>	
<i>Able to work across several sites.</i>	<input checked="" type="checkbox"/>	

SKILLS AND EXPERIENCE	ESSENTIAL	DESIRABLE
<i>Minimum of 2 years post qualification experience, including primary care.</i>	<input checked="" type="checkbox"/>	
<i>In depth therapeutic and clinical knowledge and understanding of the principles of evidence- based healthcare.</i>		<input checked="" type="checkbox"/>
<i>An appreciation of the nature of GPs and general practices.</i>	<input checked="" type="checkbox"/>	
<i>Computer literate with an ability to use the required GP clinical systems.</i>		<input checked="" type="checkbox"/>
<i>Understand the aims of current healthcare policy within primary care.</i>	<input checked="" type="checkbox"/>	
<i>Has attention to detail, able to work accurately, identifying errors quickly and easily.</i>	<input checked="" type="checkbox"/>	
<i>Can effectively manage allocated resources.</i>	<input checked="" type="checkbox"/>	
<i>Produce timely and informative reports.</i>	<input checked="" type="checkbox"/>	
<i>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines.</i>		<input checked="" type="checkbox"/>
<i>Excellent understanding of data protection and confidentiality issues.</i>	<input checked="" type="checkbox"/>	
<i>Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to come up with solutions.</i>	<input checked="" type="checkbox"/>	

<i>Excellent verbal and written communication skills with team members, service users, carers, and other healthcare professionals.</i>	<input checked="" type="checkbox"/>	
<i>Politically astute with an ability to sensitively manage complexity and uncertainty.</i>		<input checked="" type="checkbox"/>
<i>Excellent organisational and time management skills.</i>	<input checked="" type="checkbox"/>	
<i>Understanding of budget and health and social care data.</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress.</i>	<input checked="" type="checkbox"/>	

PHYSICAL REQUIREMENTS	ESSENTIAL	DESIRABLE
<i>Commit to a DBS Check.</i>	<input checked="" type="checkbox"/>	
<i>UK Driving Licence.</i>		<input checked="" type="checkbox"/>

MAIN RESPONSIBILITIES

- Takes professional responsibility as a first-contact physiotherapist, with high-level decision-making and clinical-reasoning skills to assess, diagnose and triage of patients.
- Manages a complex caseload (including patients with long-term conditions, co-morbidities, and multi-factorial needs).
- Leads, manages and contributes to service delivery.
- Accountable for decisions and actions via HCPC registration, supported by a
- professional culture of peer networking/review and engagement in evidence-based practice. Streamlines pathway of care by providing a responsive service so that patients receive timely access to care.
- Ensures care is proactive, preventive in focus and population based, with an emphasis on early intervention.
- Provides care which is tailored to the individual needs. This would include, appraising the impact of individuals' clinical status on their general health, well-being, employment status (including in relation to function, physical activity, mobility, and independence).
- Supports patients to set their own goals and be confident in their approach to self-management.
- Communicates effectively and appropriately with patients and carers complex and sensitive information regarding diagnosis, pathology, and prognosis.
- Uses a range of clinical skills which may include a. non-medical independent prescribing. Joint/soft tissue injections. Joint aspirations.
- Provides learning opportunities for the whole multi professional team within primary care.
- Works with MDT to develop more effective and streamlined clinical pathways and services.
- Exercises professional judgement, making, justifying, and taking responsibility for decisions in unpredictable situations, including in the context of incomplete/contradictory information.
- Manages interactions in complex situations, including with individuals with psychosocial and mental health needs and with colleagues across the primary care team, sectors, and settings.

ADMINISTRATION

- Contributes and participates in audits, evaluation, and clinical standard setting within the GPS client provider.
- Accurate and timely summarising of clinical records and read-coding data.
- Complete all required paperwork for legal and administrative purposes in accordance with relevant standards.
- Ensure that all client provider / GPS policies are fully implemented.
- Work in accordance with all governance and internal systems relating to (but not limited to) the management of clinical data and systems.

TRAINING AND DEVELOPMENT

- Taking responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
- Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
- Subject to a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Work closely with other clinical workers and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets.
- Work to deliver the NHS contract requirements related to the client provider (including the terms of the Quality and Outcomes Framework and locally enhanced services)

ADMINISTRATION AND PROFESSIONAL RESPONSIBILITIES

- Produce accurate, contemporaneous, and complete records of consultation, consistent with legislation, policies, and procedures.
- Participate in the administrative and professional responsibilities of the team.
- Accurate and legible notes of all consultations and treatments are recorded in the patient's notes.
- Ensure clinical systems kept up to date, recording and/or amending accurate details.
- Ensure appropriate items of service claims are made accurately, reporting any problems to a manager.
- Ensure accurate completion of all necessary documentation associated with health care and registration with the client provider.
- Attend and participate meetings as per the GPS mobilisation brief.
- Restocking and maintenance of clinical areas and consulting rooms.
- Attend GPS mobilisation meetings.

TRAINING AND PERSONAL DEVELOPMENT

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.
- Training needs will be monitored by yearly appraisal and will be in accordance with GPS requirements. Personal development will be encouraged and supported by GPS.
- Assess effectiveness of care delivery through self-reflection and peer review, as well as benchmarking and formal evaluation.

- Contribute to the identification and assessment of learning needs of workers and other professionals and assist in planning effective programmes of education.
- Act as a mentor for GPS clients as per the GPS mobilisation brief.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.
- Develop and maintain a Personal Learning Plan.
- Regularly participate in clinical supervision.

LEADERSHIP – PERSONAL AND PEOPLE DEVELOPMENT

- Act as a clinical leader on behalf of GPS in the delivery of Dietetic services ensuring that the needs of the service user are a priority.
- Support worker development in order to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Take part in recruitment processes where appropriate.
- Maintain effective communication and active involvement in the planning and processes of practice-based commissioning or similar initiatives.
- Promote the role of Dietitians in general practice.

CONFIDENTIALITY

In the course of seeking treatment, service users entrust professionals with, or allow them to gather, sensitive information in relation to their health and other matters.

- The FCP GPSA will comply with Legislation with regards to data protection act and ensure confidentiality is always maintained.
- The FCP GPSA must regard all information relating to service users and their carers, and other healthcare workers (as well as information relating to the client provider / GPS as a business organisation) as strictly confidential.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the client provider / GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality, data protection legislation and the protection of personal and sensitive data, as well as other related healthcare legislation (e.g. the NHS Confidentiality Code of Practice).

HEALTH & SAFETY

The FCP GPSA will comply with policies, procedures and clinical guidelines for oneself and others. This includes but not limited to:

- Identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised.
- Identifying issues and hazards / risks in relation to other work areas within the business.
- Awareness of national standards of infection control and cleanliness, as well as ownership of infection control and clinically based patient care protocols and implementing them across the client provider.

- 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, raising them with appropriate management and managing those risks across clinical processes.
- Safe management of sharps procedures, including training, use, storage, and disposal.
- Keeping own work areas and general / service user areas are generally clean, sterile, assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other managers.
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Routine management of own team / team areas, and maintenance of workspace 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.

EQUALITY AND DIVERSITY

The FCP GPSA will support the equality, diversity and rights of service users, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with GPS procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- Support people who need assistance in exercising their rights.

QUALITY

The FCP GPSA will strive to maintain quality 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 service user needs.
- Effectively manage own time, workload, and resources.

COMMUNICATION

The FCP GPSA should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all service users, recognising any difficulties and referring where appropriate.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES:

The FCP GPSA will:

- Apply 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.