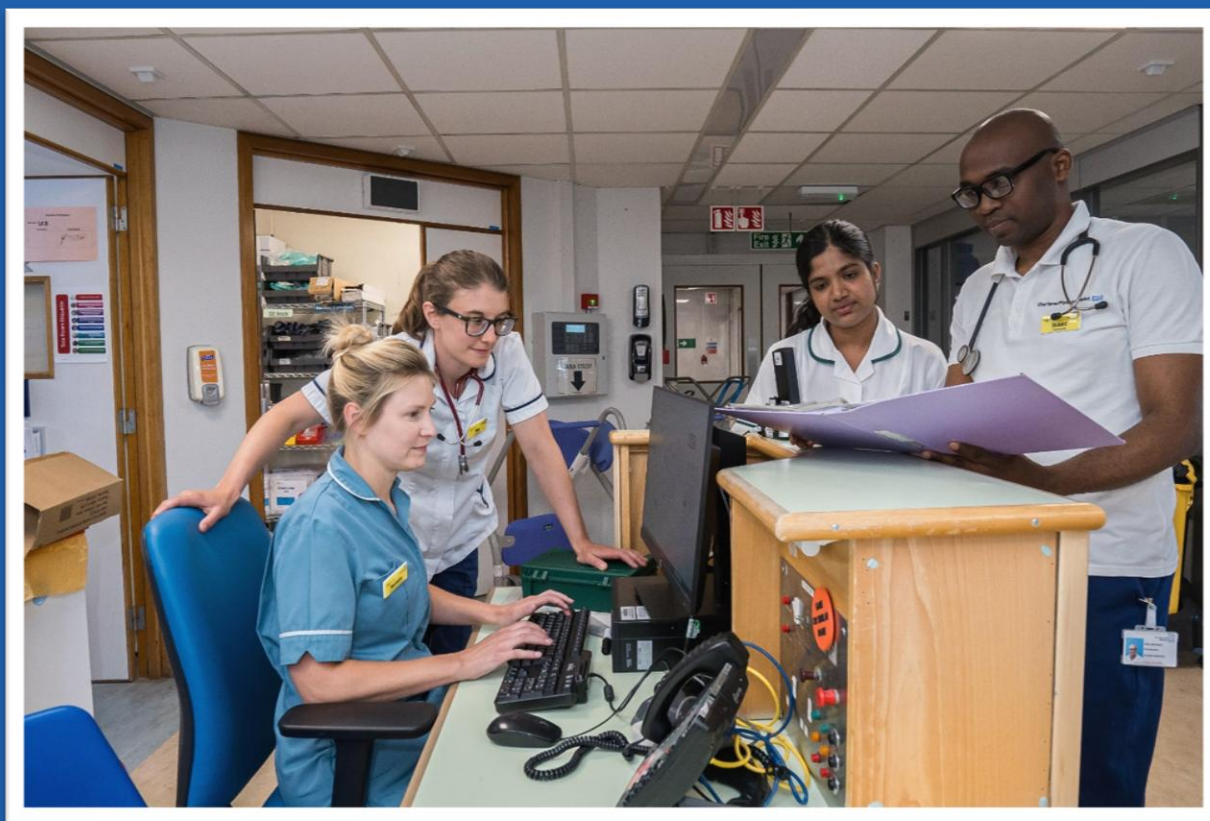


TRAINEE CRITICAL CARE OUTREACH NURSE PRACTITIONER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- Assess and support patients whose condition is becoming unwell or critical, helping to prevent further deterioration.
- Respond quickly to medical emergencies and work with healthcare teams to deliver safe and effective care.
- Support patients moving to and from Critical Care, helping to ensure smooth admissions, transfers and discharges.
- Carry out specialist treatments, assessments and investigations to improve patient outcomes.
- Provide advice, guidance and training to ward staff, helping to develop skills and maintain high standards of care.
- Work closely with patients, families and multidisciplinary teams to ensure safe, compassionate and person-centred care.

Job Description

Job title:	Trainee Critical Care Outreach Nurse Practitioner
Grade:	6
Site:	The Royal Shrewsbury Hospital with cross site working expected at The Princess Royal Hospital, Telford
Accountable to:	Lead Critical Care Outreach Practitioner
DBS required:	Yes

As a Trainee CCOP, you will be on a structured academic and clinical training programme aligning with the National Outreach Forum CCOP Framework and be expected to complete an Enhanced Clinical Practitioner Apprenticeship (ECP) including non-medical prescribing qualification. On successful completion of the ECP Apprenticeship pathway you will progress to a Critical Care Outreach Nurse Practitioner NHS AfC Band 7 substantive post. The Trainee CCOP will need to demonstrate completion of all clinical and academic practice before progression to Band 7 is achieved within a set timeframe.

***Please note that the ECP qualification for this post will be funded through the apprenticeship levy and therefore the following criteria must be met:

- GCSE Grade 9-4 (A*-C) or equivalent in Maths and English Language
- Must not be on an Apprenticeship or any other Government funded training

- Must not have a qualification at the same or higher level in the same vocational area
- Has been a UK resident for 3 or more years or meets the eligible and valid residency status and permission to work in the UK criteria in Annex A of the linked funding document: Apprenticeship funding rules 2023 to 2024 (publishing.service.gov.uk)

Job Purpose

- The post holder will work autonomously within in all specialities across The Shrewsbury and Telford Hospitals NHS Trust and provide expert clinical practice and leadership on a 24-hour shift rotation that covers 365 days per year including bank holidays, providing expert care and intervention for the acutely ill, deteriorating and critically unwell ward patients across the Trust.
- Perform comprehensive patient assessments based on history taking and physical examination of acutely unwell adult patients to arrive at a differential diagnosis.
- Undertake appropriate investigations and initiate, evaluate, and modify a range of interventions to prevent patient deterioration.
- Assist and facilitate in the timely admission to the critical care area and involve the appropriate members of the multidisciplinary team in the decision-making process when determining escalation plans to prevent further deterioration or inappropriate interventions.
- Respond to cardio-respiratory arrest and medical emergency calls with the skills to lead in emergency situations. Debrief teams if required and assist in the appropriate aftercare of the patient.
- Enable timely discharges for patients from the Critical Care Unit by supporting their continuing recovery within the ward environment.
- Act as an independent non-medical prescriber after successfully obtaining necessary qualifications and registration with the Nursing and Midwifery Council.

Main Duties and Responsibilities

Responsibility for patients / clients

- Care for the acutely ill adult that has been identified utilising NEWS2, other trust assessment criteria and/or patients causing non-specific concern to the multidisciplinary teams, carers/relatives/loved ones.
- Complete a comprehensive follow up assessment of all patients discharged from a critical care area ensuring a smooth transition of care, reviewing

progress in rehabilitation and recovery, and supporting the wellbeing of both the patient and their carers/relatives/loved ones.

- Assist and facilitate inter/intra hospital transfers of Level 2/3 patients when required.
- Provide specialist clinical interventions and support with comprehensive patient assessment and physical examination using sound levels of clinical judgement and decision making in implementing and or/modifying interventions in collaboration with the multidisciplinary team, applying independent critical thinking and clinical reasoning to complex clinical situations.
- In conjunction with the tracheostomy practitioner, you will be supporting the care of tracheostomy patients in the ward environment which will include liaising with the multidisciplinary team and supporting the ward-based staff in their knowledge, development, and delivery of care.
- Demonstrate professional judgement identifying when to escalate and seek senior support/guidance, critically reflecting on practice, self-awareness, and emotional intelligence.
- You will be working alongside other specialist teams to ensure patients have the right care at the right time in the right place, ensuring that all trust standards are maintained and monitored to improve quality of care for all service users.

Responsibility for staff

- Promote team working, build rapport and collaborative working practices within the multidisciplinary team. Liaise with inter-hospital departments and personnel across organisational and professional boundaries ensuring effective communication with other disciplines and organisations.
- Work in conjunction with the Lead CCOP to develop, embed, manage, and evaluate change in the CCOT service.
- Demonstrate excellent personal communication skills by establishing and maintaining effective two-way communication with individuals and teams to contribute and influence the total patient experience and journey. Assist in the formulation, and review of clinical policies and procedures. To take responsibility for implementing trust wide agreed policies within area of responsibility.
- Provide highly visible and accessible professional leadership and demonstrate expert knowledge and standards of practice.
- Act with integrity applying sound personal judgement in all interactions. Encouraging teamwork, co-operation, supporting both junior colleagues and peers in their professional growth and development.
- Recognise and initiate appropriate action where own and/or others behaviours/practices are not acceptable and/or in line with our Trust values.

- Deliver feedback that is both positive and constructive, approaching unacceptable behaviours/practices as opportunities to learn and develop from.
- To participate in and promote cross site working.
- Develop a culture of organisational learning to inspire future and existing staff. Act as a role model, educator, supervisor, coach and mentor seeking to instil and develop the confidence in others.

Responsibility for Administration

- Together with the Lead CCOP develop auditable standards of care and initiate and participate in ongoing research, audit, and service improvement projects.
- Maintain and report on audit and evaluation of patient outcomes and quality of care, providing report updates on mandatory and desirable data such as National Outreach Forum minimal data set.
- Ensure that all team members report changes in patient progress effectively, both verbally and in written form.
- Ensure that accurate, legible, and holistic nursing records in line with NMC and local guidelines are maintained.
- Ensure patient safety incidents are escalated and reported and engage in the investigation of clinical incidents, identifying learning opportunities, constructive feedback and develop action plans for improvement.

Strategic and Service Responsibilities

- You will contribute to, and implement policy and practice change following service audit. Identify improvements in care or service delivery through service evaluation and audit gaps within the delivery of CCO service.
- Actively participate in clinical governance reviews and the investigation of clinical incidents and serious incidents; leads and facilitates others to share lessons learned and adapt systems and processes accordingly.
- Actively participate in the Trust independent prescribing forum driving forward the ongoing development of enhanced clinical practice within the CCOT and across the organisation.
- Work with innovation and flexibility to adapt to a fast-changing speciality and play an integral role in the operational and strategic development of the CCOT service.

Areas of Specialism

- To undertake the role of Nurse Independent Prescriber within the CCOT service and in line with Trust Policy, professional regulatory and national guidance.

- To maintain competency in prescribing according to level of prescribing qualification and participate in regular continuing professional development in relation to the role.
- To prescribe in accordance with the Trust's Medicine Code, its Non-Medical Prescribing Policy and other local and national prescribing guidance.
- To prescribe within the limits of your own individual competence and approved Scope of Practice/Formulary.
- Competently and confidently initiate Non-Invasive Ventilation/AIRVO outside of Critical Care when required, maintaining appropriate levels of monitoring, and ensuring safe transfer of patient to an appropriate level of care.
- Assist and facilitate inter/intra hospital transfers of acutely ill, deteriorating and critically unwell patients when required.
- Lead in application of clinical skills in invasive techniques such as cannulation, venepuncture, and arterial blood gas sampling.
- Within achieved competencies and own scope of practice, order diagnostics and interpret results.
- Comply with IRMER and local Trust policy to maintain non-medical referrer privileges.
- Receive direct referrals to review acutely ill, deteriorating and critically ill patients from ward staff and others in the multidisciplinary team.

Organisational skills

- Independently prioritise, organise, and manage highly complex patient caseload.

Communication and Working Relationships

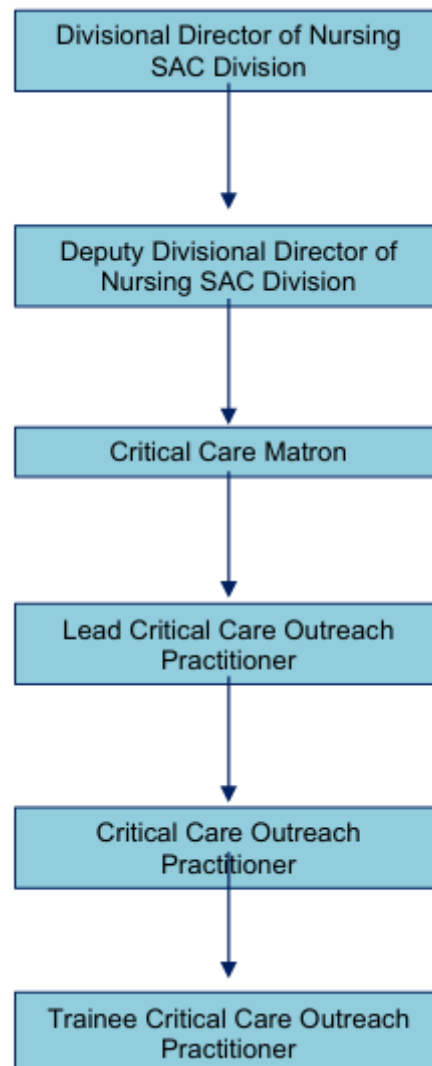
- Provide and receive highly sensitive, complex, or contentious information relating to patient care, and communicate information to patients, families/carers with respect, compassion, and empathy, including breaking 'bad news' or facilitating difficult conversations.
- Support in the delivery of educational support and production of teaching materials to enhance the facilitation of learning for multidisciplinary team members responsible for early recognition and response to acutely ill, deteriorating patients.
- Disseminate best practice research findings and quality improvement projects, participating in local journal clubs, relevant research-based forums and nationally at relevant conferences, study events.
- Ensure appropriate and consistent information is provided to the patients and relatives.

- Use advanced communication skills to develop professional working relationships with all teams within the Trust, especially between critical care and the ward environment.
- Using communication skills to resolve conflict and working within the team to ensure a high standard of co-ordinated patient care.
- Liaise with critical care intensivists and the patient's primary clinician to organise the admission of patients to critical care where appropriate.
- To actively support staff working with highly distressing/highly emotional levels of illness.

Education, Professional Development and Training

- To participate and deliver on educational programmes within Critical Care and the wider Trust, supporting the education needs of junior staff in the early recognition and management of deteriorating patients.
- Stay current and continue self-development as new initiatives and clinical standards develop and evolve.
- Successfully complete a structured academic and clinical training programme aligning with the National Outreach Forum CCOP Framework and be expected to complete an Enhanced Clinical Practitioner Apprenticeship (ECP) including non-medical prescribing qualification.
- You will need to demonstrate that successful completion of all clinical and academic practice has been achieved within a set timeframe before progression to Band 7 post is granted.
- To maintain enhanced clinical practitioner competencies and develop own confidence by utilising specialist knowledge and skills to practice within a variety of clinical settings with clinical experts.
- To take every reasonable opportunity for maintaining, developing, and acquiring competencies and skills for self-development.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• RGN (active NMC Registration) • Evidence of continual professional registration • GCSE Grade 9-4 (A*-C) or equivalent in Maths and English Language • ITU – Critical Care Course (HEE 6/7) • Ability to work/study at master's level and complete associated academic qualification for role within a set timeframe. This includes both clinical and academic criteria to become an Enhanced Clinical Practitioner. • Must meet the apprenticeship funding requirements Apprenticeship funding rules: 2026 to 2027	• Teaching in Healthcare/Clinical Education/Medical Education • ALS provider • Physical/Health Assessment (HEE 6/7) • Independent Non-Medical Prescriber (HEE 6/7)
Experience and knowledge	• Proven post registration experience within a Critical Care setting at Band 6 level or above (or equivalent). • Proven experience of working within a	• Experience of leadership, management, and service development.

	Critical Care Outreach or equivalent service. • Experience of autonomous decision making. • Evidence of extensive professional/clinical knowledge in Critical Care supplemented by specialist clinical training and CPD • Proven experience of management of deteriorating patients and acutely unwell patients. • Knowledge of role and responsibilities of the post. Involvement in Nursing audit and Research • An awareness and understanding of national and local issues that affect Nursing and the NHS • Up to date knowledge and understanding of nursing and practice relevant to Critical Care Outreach. • Experience in teaching, assessing, and mentoring within the multi-disciplinary team.	
Skills	• Ability to work and communicate effectively within a	• IRMER course • Arterial Blood Gas Sampling & interpretation

	multidisciplinary team setting inside and outside the Trust. • Evidence of effective adaptable communication skills including verbal, non-verbal and written. • Ability to document in a comprehensive and contemporaneous manner. • Ability to facilitate and support learning in practice. • Able to manage own time, work alone and practice autonomously. • Ability to work under pressure, manage workload and prioritise appropriately • Time management skills with an ability to act on own initiative and be both self-directed and motivated in the work environment. • Familiarity with computer software Microsoft Office and Sema, E Roster, Pas skills	• Care and management of central vascular access devices • Venepuncture/cannulation • Tracheostomy Care • Intra-osseous device insertion and management • Chest drain management.
Other	• Awareness of professional and personal limitations. • Ability to self-reflect. Upholds Trust Values.	

	• Act as a positive role model. Ability to provide clear feedback. • Embraces teamwork. • Flexible and • Adaptable in approach to meet service needs. • Ability to work at all Trust sites. • Demonstrate dexterity, coordination, and accuracy in the safe use of specialised equipment.	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of

opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

