



STAFF NURSE – GENERAL OUTPATIENTS

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



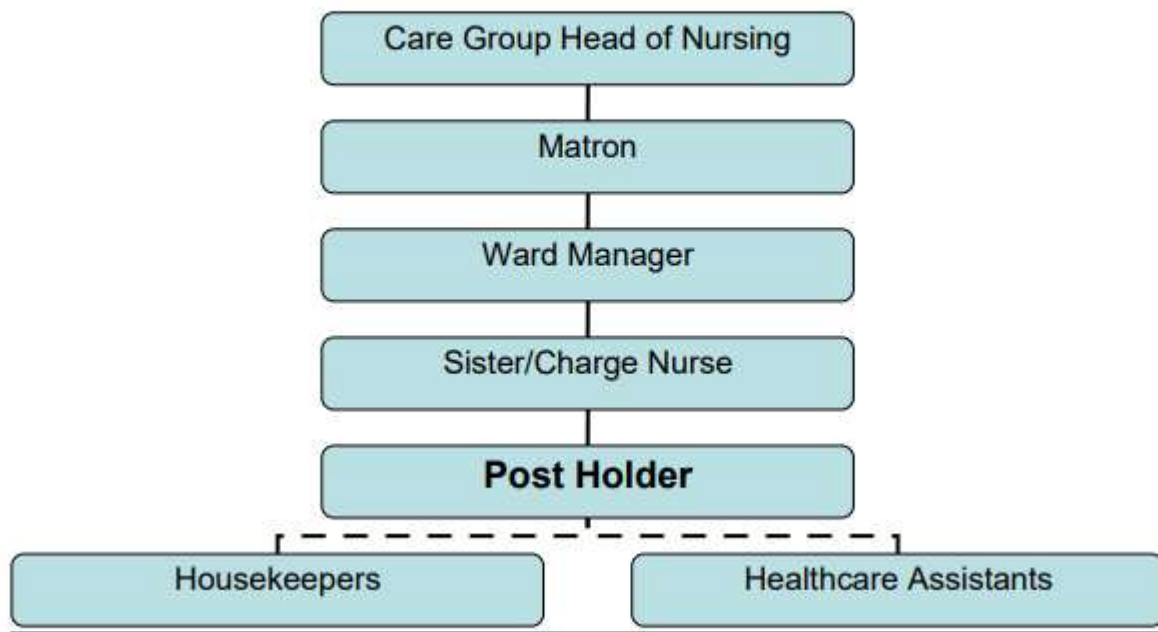
JOB DESCRIPTION

Job Title	Staff Nurse – General Outpatients Department
Band	Band 5
Directorate	Service Delivery Directorate
Accountable to	Ward/Department Manager
DBS Required?	Yes, Enhanced DBS

JOB OVERVIEW

To be responsible for assessing individual patient care needs and developing, implementing, and evaluating plans of care for a group of patients in accordance with agreed policies and professional guidelines. To take charge of the ward for a span of duty, normally working under the supervision of senior staff. To work flexibly to meet the needs of the service.

Organisation Position



Clinical Practice

- Responsible for the assessment, planning, delivery, and evaluation of individualised patient care, working in partnership with patients, their Carers and the multi-disciplinary team to ensure the patient's physical, spiritual and emotional needs are met.
- Formulate and deliver high quality patient care without direct supervision, seeking guidance on actions that are outside agreed defined standards.
- Recognise changes in patients' conditions which require the intervention of others and ensure that timely referrals are made, or escalation procedures enacted as appropriate.
- Ensure patient safety is maintained at all times. Record and report adverse and potentially adverse events and assist with investigation of such event's, ensuring learning is shared with the wider team(s).
- Record information about patients in a safe, accurate and consistent manner using appropriate tools and techniques, including electronic and written formats as close to point of care as possible.
- Access and use patient clinical diagnostic information to inform clinical decisions.
- Utilise decision support tools and techniques to support the delivery of safe and effective care.
- Make appropriate and timely referrals to members of the multi-disciplinary team and external agencies to ensure patients' on-going physical, spiritual, emotional, and social needs are met,
- Administer medicines to patients in accordance with the Nursing & Midwifery Council (NMC) Standards for Medicines Management and Trust policy.
- Adhere to the organisation's policy for handling, recording and safe keeping of patients' valuables and possessions.

- Support patients to adopt health promotion strategies that encourage them to live healthily, and apply principles of self-care, utilising evidence based electronic and other information resources as appropriate.
- Emphasise and champion new ways of working, embracing and supporting development of a culture of innovation.

Professional

- Act at all times in a professional manner that promotes a positive image of the Trust and upholds its core values.
- Practise in accordance with the NMC Code, other appropriate NMC guidelines, Trust policies, procedures and guidelines.
- Ensure that high standards of nursing care are given and maintained and act when standards are not being maintained.
- Clearly present the patient's point of view to others, including promoting and protecting the interests and dignity of patients.
- Act as an advocate for your patients, ensuring that any barriers to the patient's opinions and wishes being heard are challenged.
- Maintain clear, accurate and contemporaneous records in line with current NMC guidelines and standards.
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the Ward/Department Manager, in line with local and NMC guidelines.

Education

- Act as a positive role model to others that creates a learning environment to support the development of junior staff, pre-registration nurses and healthcare assistants' (HCAs') knowledge, skills, and competence.
- Act as a preceptor, mentor or assessor to junior nurses, students, and HCAs as appropriate and if suitably qualified to do so.
- Take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of own annual appraisal, working with appraiser to ensure one is undertaken at least annually, and take responsibility for learning and development activities identified as a result of appraisal and in your Personal Development Plan (PDP).
- Participate in formal and informal education programmes to create and maintain a positive learning environment and assist with the orientation programme for new members of the nursing team.
- Proactively use information technology resources to keep up to date with current practice.
- Maintain up-to-date training in information technology (IT) skills and demonstrate a good working knowledge of confidentiality and data protection.

Management

- Provide leadership to all staff that promotes a culture of positive and effective teamwork.
- Work as an effective and responsible team member supporting others by demonstrating good practice including utilising mechanisms to develop and implement new ways of working.
- Prioritise own workload and ensure effective time-management strategies are embedded in own practice and act in a manner that promotes quality of care.
- When in charge of a span of duty, deploy staff appropriately according to their competence, skills, and experience.
- Be responsible for patient care activities conducted by other members of staff under your supervision, including HCAs and student nurses.
- Adhere to systems that facilitate the appropriate admission, safe transfer, and safe and timely discharge of patients, and support the delivery of the Estimated Date of Discharge and Event-Led Discharge.
- Participate in team activities that create opportunities to improve patient care, working with ward/department management to effect change.
- Promote a professional and happy working environment conducive to high patient and staff morale.
- Promote and maintain a safe environment for staff and patients, ensuring high standards of cleanliness and tidiness are maintained and that work practices conform to health, safety and security legislation, policies, procedures, and guidelines.

Quality

- Ensure a welcoming, caring, and safe environment is provided for the patient and their family/carers/visitors.
- Deliver care based on current evidence, best practice, and validated research when available.
- Maintain own awareness of the local, national, and professional quality issues relevant to the delivery of nursing services.
- Participate in the evaluation of care delivery through self and peer review, patient and carer feedback, audit and research, benchmarking, and formal evaluation. Implement necessary changes to improve patients' care and experience. Engage with and contribute to patient and public involvement activities.
- Participate in activities to improve the quality, productivity, and effectiveness of care, in response to local and national policies and initiatives, implementing improvements as required.
- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.
- Be aware of the role of the nurse in handling complaints in accordance with Trust policy.

Communication

- Communicate sensitively, confidentially and with empathy to meet the wide-ranging physical and emotional needs of patients and their Carers and families.
- Using a range of communication tools, interpret and present clinical information to patients and their families/carers in ways that can be clearly understood, recognising individual needs, and overcoming

any barriers to communication.

- Provide good counselling and advocacy skills to support staff, patients, and carers.
- Develop and maintain communication with people about difficult matters or difficult situations.
- Provide accurate, timely and relevant patient progress and handover information using both written and electronic systems.
- Ensure effective communication is initiated and maintained between all members of the multi-disciplinary team, ensuring appropriate and timely referrals and liaison with relevant personnel.
- Attend and actively participate in ward/department meetings.
- Maintain confidentiality at all times, as required by legislation and Trust policy.

Managing Resources

- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.
- Ensure technical, clinical, and non-clinical equipment is maintained, cleaned and stored correctly and that any faults and defects are reported promptly.
- Adhere to systems for the tracking and location of medical assets and ensure that any losses are reported in accordance with Trust policy.
- Contribute to the effective and economic use of resources e.g., local recycling schemes.

Managing Information

- Ensure accurate and timely data entry to contribute to the provision and analysis of information to improve patient care.
- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 1998.
- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.
- Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act.
- Facilitate patients' access to records, adhering to policy, legislation, best practice and professional guidance.

Risk Management

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Undertake mandatory and statutory training.
- Carry out risk assessments in relation to manual handling and implement appropriate actions, including the use of taught mechanical and non-mechanical handling aids, to minimise risk to staff and patients.

- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.
- The post holder will frequently be exposed to highly unpleasant working conditions involving exposure to uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.
- The post holder may on occasion be exposed to verbal or physical abuse and should be fully conversant with the Trust's policy for dealing with these situations.

Decisions, Judgement and Freedom to Act

- Working within defined policies, procedures, and professional standards. Working without direct supervision, seeking further advice for guidance on actions that are outside agreed defined standards.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
Registered Nurse (adult) Relevant diploma or equivalent experience Literacy & numeracy Level 2 or equivalent (GCSE A – C) Appropriate level of verbal and written English language skills as determined by formal assessment (if English is not first language).	Degree or willing to work towards degree. Mentorship qualification.

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
- Experience of working in an acute healthcare environment. Evidence of continuing professional development. - Knowledge of current professional issues.	- Post qualification experience of working in an acute NHS Trust. Experience working within a specialty. Mentorship. - Understanding of use of audit in a clinical setting.

SKILLS

ESSENTIAL	DESIRABLE
• Excellent communication and interpersonal skills. • Strong leadership skills. • Good organisation skills; able to plan own work but also work effectively within a team. • Ability to prioritise and make sound decisions, sometimes under pressure. • Ability to use a range of IT applications, e.g. Word, Outlook and web based applications. • Evidence of on-going professional development.	

OTHER

ESSENTIAL	DESIRABLE
• Patient-focussed. • Demonstrates compassion. • Self-motivated, pro-active and resourceful. • Acts as positive role model for others. • Confident and assertive. Innovative, exploring new practices and ways of working. • Ability to work flexibly to provide 24hr cover. • Ability to work at all hospital sites as required	

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital