

JOB DESCRIPTION

Job Title	Colorectal Triage Nurse
Band/ Grade	6
Directorate	Surgical Directorate
Professionally Accountable to	Matron - Surgical Specialties.
Clinically Responsible to	Surgical Specialties Clinical Lead

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence

- Compassion – we will support patients and ensure that they are cared for with compassion
- Accountability – we will act with integrity, assuming responsibility for our actions and decisions
- Respect – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- Excellence – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

As Colorectal Triage Nurse Specialist, the post holder will have an expert knowledge base, complex decision making skills and clinical competencies to provide a comprehensive telephone triage and clinical assessment service to patients referred by their general practitioner on the colorectal two week pathway

- Support with coordinating and delivering an effective telephone triage service ensuring the service runs smoothly and efficiently.
- Provide safe and appropriate clinical decision making that reflects the clinical need of the patient
- Run face to face assessment clinics for patients that are not suitable for telephone triage assessments.
- Work as part of the multi-disciplinary team communicating with GPs, colorectal consultants and cancer services etc.
- Provide care and support for patients awaiting diagnostic tests.
- The post holder will continue to develop the 2WW Colorectal Triage service, ensuring this encompasses the needs of the patients and is in line with Standards of good practice and cancer validation review recommendations.
- The post holder will act as the key worker liaising with other Health Care Professionals to provide the best possible continuing care for patients. He/she will co-ordinate care through the patient journey from diagnosis to discharge.

MAIN FUNCTIONS OF THE JOB

Clinical Responsibilities

The Colorectal Triage Nurse will be required to;

- Deliver a high standard of nursing care by initiating and coordinating the telephone assessment of patients referred on the colorectal 2 week wait pathway.
- Practitioners are required to use clinical knowledge and expertise that will require a high level of listening, questioning and probing skills to make clinically safe decisions and appropriate referral for investigations or arrange review in Outpatients.
- Provide a comprehensive assessment of symptoms and ensure patients fitness to enable the most appropriate investigation to be performed
- Assess and advise risk vs benefit of investigations and interventions, communicate this in a way that is understandable to patients and carers. Provide clear and comprehensive advice on procedures eg: reviewing anti-coagulation, etc.
- Utilise a problem solving approach to telephone assessment to enable investigations to be carried out as appropriate in a timely manner.
- Request the appropriate investigation for patient including Radiology investigations.
- Maintain a high level of documentation and communication.
- Present 2WW patients with complex needs at the Colorectal MDT, discussing investigations/diagnosis/ and planning care.
- Ensure patients have an understanding of tests required and how results will be communicated to them.
- Regularly audit the 2WW triage service and bench mark against other trusts.

- Act as an expert resource for patients and assisting patients to gain access to information and support relevant to their needs.
- Demonstrate excellent communication skills in order to convey complex and sensitive information effectively to patients, carers and other staff. Overcoming barriers to understanding and providing support during distressing or emotional events.
- Be responsible proactively seeking out results generated from investigations eg: endoscopy, CT, biopsies. Take appropriate action as dictated by treatment pathway and patient's performance status.
- Present and advocate for patients at Multi-disciplinary team meetings, with a confident understanding of pathology, performance status etc. Actively contribute to discussion and planning of future patient care.
- Communicate highly sensitive information - i.e. results of tests and investigations - to patients and carers in a clear and empathetic manner. Assess patients' needs and barriers to understanding information and provide continuing information and support to patients, relatives and their carers during treatment, whether inpatient or outpatient. To maintain confidentiality at all times.
- To act as a role model demonstrating high standards of holistic care.

Managerial Responsibilities:

- Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
- Develop the 2WW Telephone triage Service, maintain policy's/ pathways are up to date.
- Contributing towards clinical projects to set and maintain standards of practice in conjunction with other multidisciplinary team members, participating in audits and quality monitoring.
- Managing the Clinical risk relating to individuals or a group of patients care, reporting issues to appropriate senior staff.
- Demonstrating an awareness of and compliance with Health and Safety regulations/ Procedures that apply to staff, patients and visitors within the trust premises, reporting any deficiencies in equipment, furnishings or matters of hygiene.

Administrative Responsibilities

- Collect, collate, evaluate and report information, maintaining accurate patient records ensuring relevant information and outcomes are documented in patient notes and databases in accordance with Trust policy.
- Maintain accurate paper and computer records appropriate to the information required by Wye Valley NHS Trust, in accordance with the Code of Professional Conduct. To ensure IT knowledge is kept up to date with the needs of the service.

Research & Audit:

- Ensure practice and care is evidence based, undertaken in accordance with Trust policy and National guidance.
- Take part in the strategic review of the service. Support with action planning identified areas for improvement in own area. Facilitate changes in service delivery in accordance with evidence based standards and policies, ensuring the

pathway is seamless and of a high quality. Lead programmes of work as required.

- Facilitate, participate and monitor quality initiatives in line with local and national requirements or guidelines. To undertake local and national clinical audit.
- Identify areas of practice that may be expanded to ensure the best clinical outcomes for patients. Identify particular research / audits within colorectal.
- Be aware of current research and participate in projects, using knowledge gained to initiate change and improve practice. To promote and disseminate research and audit findings.
- Carry out audit and evaluation in order to monitor the effectiveness of current regimes and to improve health outcomes. Initiate change where required.
- Contribute to the development and review of local guidelines, protocols, SOP's, clinical pathways and standards.
- When required, contribute to the clinical trials process and its effectiveness, whilst remaining the patient's advocate Facilitate, participate and monitor quality initiatives in line with local and national requirements or guidelines. To undertake local and national clinical audit.

Training & Development:

- Be familiar with advances in Colorectal and identify personal development needs.
- To comply with Revalidation requirements and ensure annual appraisal has been completed.
- Undertake regular clinical supervision.
- Comply with the NMC Code of Conduct.



General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trust's safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:
Date:	

Directorate **Surgical**

Job Title **Colorectal Triage Nurse Specialist**

Band/ Grade **6**

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
First Level Registered Nurse	✓	
Relevant post-basic training	✓	
Recognised Post registration qualification within specialty or equivalent and ability to link theory or willingness to complete	✓	
Recognised Adult Health Assessment qualification or Willing to work towards		✓
Advanced Communication skills Course		✓
SKILLS, KNOWLEDGE AND ABILITIES		
Experience and Knowledge within the speciality	✓	
Manage own case load	✓	
Effective and sensitive handling of difficult information and situations	✓	
Advanced communication skills, both written and spoken	✓	
Ability to problem solve highly complex situations	✓	
Able to work autonomously and as part of a team	✓	
Able to participate/undertake clinical audit & research	✓	
Computer literate	✓	
EXPERIENCE		
Experience within lower GI care, patient assessment and clinic settings	✓	
Previous experience of working as a telephone triage nurse		✓
Sufficient experience to demonstrate impact of	✓	

Lower GI disease. Understanding of patient pathways and health implications.		
Experience of teaching and assessing in clinical area	✓	
Experience of service development and implementation of change	✓	
PERSONAL ATTRIBUTES		
Flexible & Adaptable approach to work in a changing environment	✓	
Ability to work well under pressure	✓	
Good ability to organise workload and manage self	✓	
OTHER FACTORS		
Ability to fulfil the travel requirements of post	✓	