



Suffolk Primary Care

JOB TITLE: First Contact Physiotherapist

Base: Stowmarket

Salary: £37,000-£50,000 dependent upon experience & qualification

Job Summary

Suffolk Primary Care (SPC) is at-scale primary care provider in Suffolk that operates a demand-led model. This role will primarily focus on initial identification and triage of patients contacting us via an online system - AskMyGP. This role will be primarily providing a remote service to patients, with an opportunity for face to face clinics, if desired.

Part of a virtual practice you will work alongside patient contact coordinators, pharmacists and GPs to ensure safe and efficient management of cases; this may involve triage to other services or providing assessment, management and advice. You will be an experienced practitioner able to work autonomously.

You will provide expertise and leadership in your role supporting wider multidisciplinary colleagues.

Key Responsibilities

- To be the first point of contact for expert clinical triage, assessment and diagnosis of patients presenting with MSK conditions. This will include patients who present with a range of multiple needs and underlying pathologies/other primary conditions. Use of advanced assessment tools and application of expert treatment modalities/techniques will be required.
- You will ensure an integrated care pathway for individual patients that meets their needs. This will include provision of triage to other services and/or directly providing management and advice.
- Maintain sound relationships with relevant MDT and physiotherapy services in community and acute settings. Where appropriate develop relationships with wider health and social care agencies.
- Contribute to the development of MSK pathways across the organisation. This includes contributing to pathways that are not primary MSK pathways, but which have MSK interventions along the pathway.

Responsibilities underpinning the role

- To be the first point of clinical contact for patients presenting with MSK conditions or symptoms, providing the patient with the primary triage, sign-posting, assessment, diagnosis and management options for their condition.





Suffolk Primary Care

- An ability to recognise RED flags, serious pathology and potential underlying non MSK related disease, which may present as MSK symptoms and to refer appropriately.
- When needed accelerate the patient's referral to other health professionals/services.

- Use advanced clinical practice skills and clinical reasoning to provide comprehensive diagnostic and treatment support to patients who present with complex musculoskeletal conditions and/or multiple pathologies and/or mental health and/or pain management needs.

- Independently request diagnostic tests including routine and specialist x-rays, MRI imaging, ultrasound scans and blood and other pathology tests. Interpret the results alongside traditional physiotherapeutic assessment techniques and nonclinical information to aid clinical diagnosis and decisions on potential treatment options/clinical interventions

- Carry own caseload as an autonomous practitioner, providing direct clinical/physiotherapeutic care for patients with a range of complex musculoskeletal conditions and who may have significant other primary or secondary conditions/multi-pathologies.

- Be able to decide when appropriate to use advanced clinical practice skills that may include:
 - Joint/soft tissue injection therapy, including administration of prescription only medication [POM] to aid treatment.
 - Joint aspirations
 - Non-medical prescribing

- Use professional judgement and advanced clinical reasoning skills to make decisions about safe and effective patient care in unpredictable situations, including when there is incomplete/contradictory information

- To be able to work autonomously as a lone practitioner.

- Be able to demonstrate understanding of the impact of physiotherapeutic interventions on existing conditions and treatment programmes e.g. podiatric treatment, drug therapies, etc. Ensuring physiotherapy interventions are integrated and supportive of the whole treatment aims promoting a holistic approach to condition management.

- Be able to clinically justify referral onto appropriate MSK pathways within the community or wider healthcare services. Including referral to the appropriate stage of the pathway and the use of social prescribing





Suffolk Primary Care

- For patients that remain the responsibility of primary care services, take the lead for the management of the patient's journey on their care pathway, acting as the link for the patient between primary care and other services/professionals
- Be able to justify clinically referrals to other specialist services. This will include referral to acute and specialist services such as surgical orthopaedics, rheumatology and neurology, other AHP services, nursing services and to the primary care medical teams. This requires advanced knowledge of the role of other specialist health professionals
- Provide expert advice and act as source of expertise in the management of musculoskeletal conditions and provide a specialist advisory service to patients, specialist physiotherapists other specialist healthcare professionals and members of the primary care team. Including advising GPs on management of MSK conditions.
- Provide advice, instruction and teaching on aspects of management of a condition to patients, relatives, carers and other health professionals.
- Continually review and develop specialist clinical and diagnostic skills in response to service need.
- Be accountable for own decisions and actions via HCPC registration and professional standards.
- Review and develop organisational and service policies that support the maintenance of good clinical governance, manage risk and ensure patient safety is paramount.
- Be aware of and able to demonstrate of how the FCP role contributes to the achievement of key performance indicators [KPIs] for primary care.
- Where service improvement is required in order to achieve standards and KPIs, be a lead contributor to identifying where services need to be changed.
- Take forward operational change within our services to deliver improvements in service standards.
- Communicate effectively and appropriately with patients and their carers. This will include explaining the pathways and or diagnosis, prognosis and treatment choices available to manage multi-pathology and complex conditions. It will also involve communicating limitations on treatment outcomes and managing expectations of patients with chronic or life limiting conditions.





- Input or lead on relevant education and training of others up-to post graduate level to support the development of clinical practice skills and knowledge within the wider workforce.

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 will have access to confidential information relating to patients and their carers, SPC staff and other healthcare workers. They may also have access to information relating to SPC 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 SPC may only be divulged to authorised persons in accordance with SPC policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in SPC Health & Safety Policies, to include:

- Using personal security systems within the workplace according to SPC guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

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

Personal/Professional Development

The post-holder will participate in any training programme implemented by SPC as part of this employment, such training to include:





Suffolk Primary Care

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Monthly training sessions as necessary

Quality

The post-holder will strive to maintain quality within SPC, 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

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with patients and carers
- Communicate effectively with other team members
- Be familiar in all mediums of communications such as email, tasks, telephone etc.
- Recognise people's needs for alternative methods of communication and respond accordingly
- Communicate effectively to outside agencies

Contribution to the Implementation of Services

The post-holder will:

- Apply SPC 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

Equal Opportunities

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by SPC.

Work Visa/ Permits/Leave To Remain

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. SPC is





Suffolk Primary Care

unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Clinical Governance and Risk management

SPC believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of SPC you are expected to take a proactive role in supporting SPCs clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any SPC standards of record keeping

Information Quality Assurance

As an employee of SPC it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with SPC requirements and instructions.

Freedom of Information





Suffolk Primary Care

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that SPC complies with the Act when handling or dealing with any information relating to SPC activity.





Person Specification

Job Role	Essential	Desirable (additional to essential)
Experience	<p>Experienced FCP</p> <p>Clinical examination skills</p> <p>Triage, assessment, diagnosis and treatment of patients with common acute MSK conditions</p> <p>Advanced knowledge of MSK conditions</p> <p>Understanding of different treatments/therapies for MSK pain</p> <p>Participation in education and training of peers</p> <p>Experience of managing own caseload</p>	<p>Primary Care experience</p> <p>Understanding of current developments & challenges within Primary Care</p> <p>Management of patients with complex needs</p> <p>Management of frail, elderly patients with co morbidities</p> <p>Supervision and mentorship</p> <p>Experience of using clinical systems such as SystemOne</p> <p>Experience of using askmyGP</p>
Skills & Qualifications	<p>Registered with HCPC</p> <p>Strong communication, literacy and IT skills</p> <p>Strong organisational skills with an ability to follow procedures and multitask</p>	<p>Imagining request training</p> <p>Steroid injection training/qualification</p> <p>Educated to MSc level or equivalent i.e. evidenced achievement of advanced clinical practice across the four clinical pillars.</p> <p>Independent prescribing qualification.</p>
Personal Qualities	<p>Compassionate, empathetic, non-</p>	





Suffolk Primary Care

	<p>judgmental and a good listener</p> <p>Positive disposition</p> <p>Good at working in a team</p> <p>Able to multitask and work on your own initiative</p>	
--	---	--

