

ROLE BRIEF

Department:	Physiotherapy
Job Title:	HIGHLY SPECIALIST PHYSIOTHERAPIST – First Contact Practitioner
Responsible To:	MSK Clinical Quality Manager
Location:	Crowborough or Outreach Sites
Key Duties:	JOB SUMMARY/PURPOSE: • To provide and demonstrate the highest standard of Physiotherapy services for patients. • Provide clinical expertise, acting as first-contact physiotherapist and making decisions about the best course of action for patients' care (including in relation to undifferentiated conditions). This will involve seeing patients, without prior contact with their GP, in order to establish a rapid and accurate diagnosis and management plan • Understand and seek assistance to request investigations to facilitate diagnosis and choice of treatment regime, understanding the information limitations derived from these and the relative sensitivity and specificity of particular tests diagnostic services such as x-rays and blood test, and interpret and act on results to aid diagnosis and the management plans of patients. • To assist in the provision of physiotherapy services for Horder Healthcare to a highly specialist level. • To assist the Service Lead Physiotherapist in the day to day running of the MSK OP physiotherapy department at the site at which the holder is based as required. • To deputise for the site Service Lead Physiotherapist as required • To clinically supervise senior physiotherapy team members as required KEY RELATIONSHIPS: HH Advanced FCP and APs HH MSK Teams and Service Leads (all sites) HH MSK Clinical Quality Manager HH MSK Operations Manager PCN staff – GPs, Care Navigators, Practice Managers
Key Accountabilities:	CLINICAL • To deliver at all times high quality, highly specialist and professional outpatient Physiotherapy services. • Takes professional responsibility as a first-contact physiotherapist, with high-level decision-making and clinical-reasoning skills to assess, diagnose and triage of patients, streamlining pathways of care by providing a responsive service so that patients receive timely access to care • Manages a complex caseload (including patients with long-term conditions, comorbidities and multi-factorial needs), ensuring treatment is proactive, preventative and with an emphasis on early intervention and tailored to the

needs of the patient. This includes considering the impact of the patients' clinical status on their general health, well-being, employment status and including in relation to their function, physical activity, mobility and independence.

- To exercise professional judgement and by having a critical understanding of personal scope of practice, make, justify and take responsibility for decisions in unpredictable situations, including in the context of incomplete or contradictory information to identify when a patient needs referring on and where there are opportunities for developing the scope and competence of the wider MDT to meet patient care needs
- To manage interactions in complex situations, including with individuals with particular psychosocial and mental health needs and with colleagues across the primary care team, sectors and settings and to integrate a broad range of interventions into practice while also promoting non-pharmacological solutions to patient care
- Accountable for decisions, omissions and actions via HCPC registration and C.S.P. Code of Professional Conduct, supported by a professional culture of peer networking/review and engagement in evidence-based practice
- To be responsible for own caseload within MSK Outpatient Physiotherapy, as agreed with MSK Operations Manager and/or the Service Lead, to meet service and patient priorities, readjusting plans as situations and services develop and utilising shared decision making and ensuring personalised care.
- To participate with the MSK Operations Manager, Clinical Quality Manager, Clinical Leads, Service Lead Physiotherapist, Advanced Practitioners and Advanced FCPs, other physiotherapists and other professionals, including those working within Primary Care Networks, in the conceptual development of practice, including the development and formulation of evidence-linked multidisciplinary Care Pathways.
- To ensure that all patients have documented records in compliance with the Documentation policy and CSP Standards.
- To participate in the collection and analysis of Therapy Department quality statistics and activity and quality statistics from Primary Care networks.

LEADERSHIP

- To inspire shared purpose in physiotherapy teams to improve the quality of care taking an active role in being a member of the whole Therapy team.
- To share the vision and desired outcomes of improvement projects to develop physiotherapy team engagement and motivation
- To continually evaluate the success of improvement initiatives and hold team members to account where necessary
- Develop team skills and capabilities to ensure projects meet their objectives
- To share learning from improvement initiatives
- To work co-operatively with members of the multidisciplinary team and outside agencies in order to ensure positive outcomes for each patient episode and assist with the development of more streamlined clinical pathways.

	MANAGEMENT • To operate as a full member of the primary care team, including contributing to leadership, service evaluation/improvement and research activity • To accept delegated responsibility for the Service Lead physiotherapist or lead/Advanced FCP in his/her absence as required at the site at which the holder is based • To actively participate in organisation-wide projects in co-operation with the multidisciplinary team. • To establish and promote sound lines of communication to all staff, patients and visitors. • To ensure accidents, incidents and complaints are fully documented and reported via the relevant mechanisms or agencies (managers, DATIX or PCN processes) to assist that steps are taken to prevent re-occurrence. • To be actively involved in marketing activities relating to Horder Healthcare. • To take an active role in Horder Healthcare's staff appraisal system and action agreed goals and objectives. • To be actively involved in the clinical supervision process working closely with the Clinical/Service Lead physiotherapist and in liaison with the Clinical Quality Manager as required. • To supervise and guide the work of more junior colleagues and therapy students, providing a suitable learning environment • To actively participate in 7 day Physiotherapy service for The Horder Centre when appropriate. EDUCATION • To take every opportunity to maintain and improve knowledge and professional competence, in line with the appropriate professional body or as agreed at the annual Individual Performance Review. • To act as a resource for more junior members of the team with clinical enquiries and to provide learning opportunities for the whole MDT/primary care setting • To work closely with the Seniors/Service Leads/ A Ps/GPs/Care Navigators/PCN receptionists to assist with clinical training and education for and from Horder Healthcare • To participate in in-service and external education where appropriate. • To participate in education and training sessions for local clinicians (Physiotherapists, GPs and other PCN staff, Consultants and nurses etc) to improve the primary care management of patients • To take an active role in supervising the mentoring of student placements as able • To attend meetings and discussions to improve practice, when required.
Key Knowledge, Skills and Experience:	Must Haves • Registered with the HCPC as a physiotherapist • Member of CSP • Significant previous experience in Orthopaedic and MSK Physiotherapy • Post-op Orthopaedic Rehabilitation • Experience of service improvement

	• Excellent communication skills, verbal and written • Forward thinking • Self-directed learner • Ability to work independently as well as taking a lead role in teams • Ability to pass on knowledge/skills to others • Ability to deal with and manage challenging situations • Excellent time management and effective prioritisation of workload • Knowledge of and participation in audits and data collection • Teaching and presenting skills to groups and individuals • Strong knowledge of musculoskeletal physiotherapy – assessment and treatment skills • Working knowledge of advanced clinical reasoning models • Thorough understanding of up to date MSK Clinical Research / Service guidance • Professional approach and committed to team working • Motivated and enthusiastic with initiative • Sense of humour but enjoys a challenge • Lateral/creative thinker, flexible and adaptable to change • Displays the Horder Healthcare values: Caring, Friendly Quality Integrity and Pride Nice to Haves • Evidence of and ambition for further post-graduate professional development in the fields of Orthopaedics and MSK • Independent Prescriber or Injection Therapy • Other applicable specialist interest group membership • Sports injury management • Running or presenting to groups or classes • Pain Management • Working across multiple healthcare providers • High level of IT literacy • Knowledge of Post-operative rehabilitation principles • To be aware of the key issues in safeguarding children and vulnerable adults
Health and Safety:	The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections: You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist. For clinical colleagues with direct patient contact, this will include (but is not limited to): • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps.

	Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
Equal Opportunities	Horder HealthCare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of : gender, sexual orientation, age, marital status, responsibility for dependants , disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.
Confidentiality	You'll make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person .
Safeguarding	You'll be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
People Managers	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.
Review	Whilst this role brief outlines the main duties of your role identified at the date of issue , you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically , which we'll discuss with you first.
Role Brief Agreement	I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review. Colleague name: Colleague signature: Date: