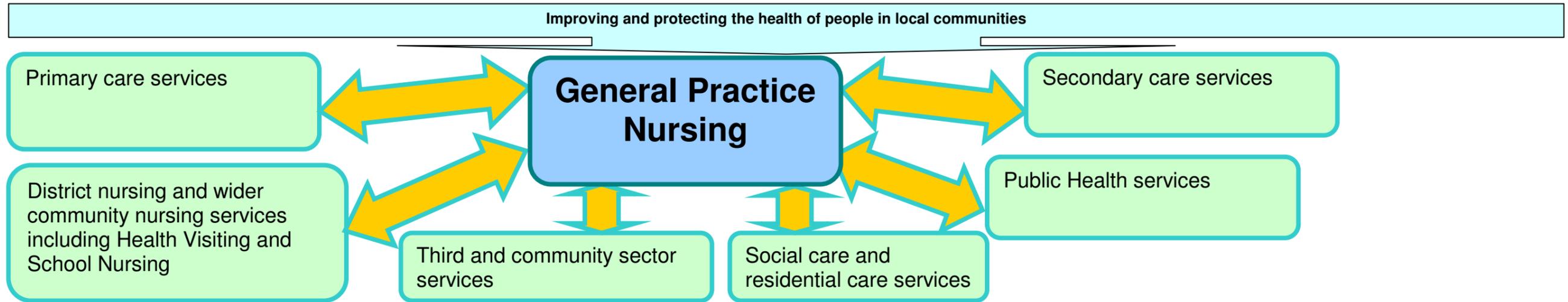
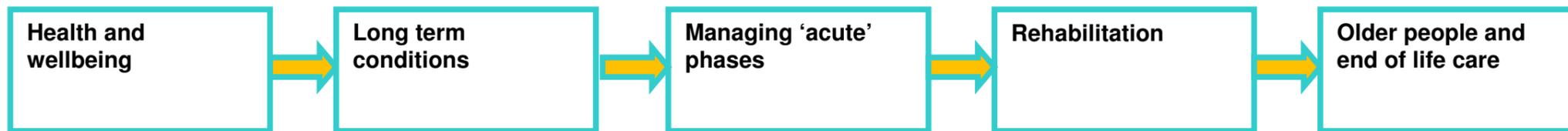


Maximising the General Practice Nursing Service contribution to high quality, compassionate care and best possible health and wellbeing outcomes



Personalised care and population health
The contribution the General Practice Nurse and their team makes across the life course and to population health



The role of the General Practice Nurse: Practice nurses co-ordinating and supporting a team to deliver care and support in primary care settings;

- Optimising the health of the practice population within the community**
 - Mental health and wellbeing
 - Contraceptive and sexual health advice
 - Education and delivery of public health programmes
 - Screening and immunisation provision
 - Managing and supporting long term conditions
 - 'Well person' checks
- Positive lifestyle changes**
 - Health promotion: Making Every Contact Count
 - Health protection, e.g. immunisation, travel advice
 - Health improvement, e.g. screening and early intervention
 - Management of risks (drugs, alcohol, weight management, smoking cessation)
 - Supporting health improvement and self-care
 - Primary prevention (well person checks)
- Managing acute events**
 - Long term conditions including exacerbations and continuing care
 - Medicines management and review
 - Avoidable hospital admissions
 - Minor illness and minor injury management
 - Management of emergencies (acute asthma attack, chest pain etc)
 - Preventing premature death

General Practice Nurses' knowledge and skills and supporting partnership approaches to improve people's health and wellbeing for patients on practice list

Skills and knowledge
Providing leadership and support for the team

- Utilising a broad range of clinical and diagnostic skills
- Utilising non-medical prescribing
- Utilising knowledge to support the life course approach
- Ensuring skills and knowledge driven by local needs
- Utilising research within general practice
- Using breadth of expertise to support 'all conditions'
- Utilising skills within the team to maximise impact
- Providing access to evidenced based practice
- Supporting access to supervision and mentorship
- Understanding improvement methodology
- Enhancing the learning environment for students and trainees
- Use of data for improvement

Partners and delivery
Qualified general practice nurses leading and delivering care within community and 'out of hospital' settings;

- Clinics and GP surgeries
- Residential and care home settings
- Patients' homes

Developing evidence and practice guidance

- Support for carers
- People with dementia
- Supporting patients with long term conditions
- Making Every Contact Count
- End of Life Care

Success measures

- Improving the wider determinants of health
- Health improvement
- Health protection
- Healthcare public health and preventing premature mortality

[Public Health Outcomes Framework](#)

General Practice Nurses contributing to healthy communities:

- Preventing people from dying prematurely:
- Enhancing quality of life for people with long-term conditions
- Helping people to recover from episodes of ill health or following injury
- Ensuring that people have a positive experience of care
- Treating and caring for people in a safe environment and protecting them from avoidable harm

[NHS Outcomes Framework](#)

Compassion in Practice: Nursing, Midwifery and Care Staff: Our Vision and Strategy

Maximising the general practice nursing contribution to high quality, compassionate care and supporting good health and wellbeing for people in the local community

Below outlines, the core values and behaviours of the general practice nurse and the contribution they make in ensuring the inter-connectivity between the patient experience and community nursing service provision. This scope is set in the context of the broader national nursing strategy – Compassion in practice. This scope builds on [Compassion in Practice: Nursing, Midwifery and Care Staff: Our Vision and Strategy](#) the core values and behaviours for general practice nurses together with the six priority actions for maintaining health and wellbeing outcomes.

Delivering and contributing across the life course

Care

Delivery of holistic and wide-ranging services within the general practice and population setting.

Their positioning in the local community enables general practice nurses to develop a life long relationship with patients, ensuring that care is tailored to the patient's individual needs. This includes promoting and supporting self-care

Facilitates a 'hub of care' linking to multi-disciplinary teams, with safe and effective care delivery by known, trusted and competent nurses.

General practice nurses are flexible and responsive to manage the continuum of good health through to illness across the life courses
:

Compassion

Providing accessible care with dignity and respect for all in the local community.

Responding to and developing sustainable relationships with the whole family for a range of issues.

Working with hard to reach groups to provide improved access for everyone and demonstrating compassion to the population.

Recognising every patient interaction/consultation is within a family and community

Providing a holistic approach, being pro-active and individualised care. Supporting and enabling those not registered at local GP practices

Competence

Confident, qualified, capable staff who work within the scope of their professional competencies.

Utilising evidence based knowledge and skills in decision-making, case load management, diagnosis and education.

Developing and delivering evidence based pathways to support of a range of conditions and developing diverse skills to deal effectively with all aspects of care.

Competent record keeping of care to support patients with long term conditions

General practice nurses utilise their skills and experience to grow the future workforce.

Ability to recognise limitations and to signpost to appropriate expertise when required

Communication

General practice nurses utilise adaptive communication approaches including technology to facilitate relationships with clients across the life span. This includes

- Proactive communication opportunities e.g. Motivational interviewing
- Developing the ability to communicate in a short period of time, prioritise a relationship to a high level and make patients feel they are cared for
- Signposting and referring patients

Acting as the hub of communication and a vital link between Community team/GP/practice nurse/family/social services

Using their skills they influence primary care colleagues, breaking down barriers and promoting effective working practices

Courage

Advocating on behalf of patients.

Working autonomously and being responsible for patient care.

Working across many professional boundaries in their role. General practice nurses need to be assertive, flexible and adaptable.

Commitment

Commitment to maintaining professional standards.

Commitment to ensure that safe, high quality care is developed and delivered to patients all the time every time and that patients are safeguarded.

Delivering and designing ongoing support for people with long-term care needs and commitment to ensuring shared responsibility through interdependent working.

Delivering services that are responsive to local population needs

Often longstanding team members who are committed to the team/clients/wider team in the community



Making this happen within Practice nurse settings practice nurses need to take the lead in these 6 priority areas;

Maximising health and wellbeing. Helping people to stay independent

- Using population knowledge, individual patient knowledge to tailor support.
- Supporting people with long term conditions
- Adopting community initiatives to support patient needs and population wellbeing
- Providing accessibility and flexibility to meet patient needs
- Delivering patient-led services
- Providing a public health role, as immunisation, screening, lifestyle advice etc
- Ensuring nurse involvement in QoF negotiations

Working with people to provide a positive experience

- Ensuring delivery of quality patient care and ensuring a positive experience.
- Ensuring the patient voice is at the heart of service improvement
- Encouraging real time patient feedback and acting on feedback
- Identifying and supporting staff training.
- Ensuring staff feel valued and part of the team
- Identifying and supporting staff through development and training
- Supporting staff to feel valued and motivated to share their expertise whilst identifying appropriate career progression

Delivering Care and Measuring Impact

- Using professional role to influence business decisions and commissioning intentions
- Utilising data to ensure targeted care for groups within practice populations, e.g.:
 - Mental Health
 - Cancer screening
- Utilising individual skills and utilising potential to address local need
- Auditing and research/evidence based care
- Developing and implementing protocols and guidelines

Supporting positive staff experience

- Developing and supporting the workforce in general practice
- Creating opportunities through preceptorship and mentoring
- Pro-active and structured development for the team
- Providing and supporting positive student placements
- Ensuring and protecting time for learning, mentorship and clinical supervision
- Providing opportunities to learn from patient feedback
- Ensuring staff feel valued and respected, and part of decision making
- Ensuring access to education and training to support developing role
- Supporting access to professional fora

Ensuring we have the right staff, with the right skills in the right place

- Ensure skills mix, safe and appropriate delegation to Health Care Assistants and recognised training pathway for all staff
- Support educational pathway and career trajectory for nurses wanting to develop towards nurse practitioner status
- Developing mentorship skills to ensure development of pre-registration nurses and support staff
- Accessing CPD to ensure current to practice
- Providing and developing mentors and trainers

Building and strengthening leadership

- Acting as a positive role model and valuing the inter-disciplinary contribution to seamless care
- Supporting and empowering the team through supervision
- Practitioners championing their professional role
- Providing examples of leadership to the team and partners
- Providing supervision and support
- Accessing leadership and development opportunities
- Providing opportunity to have non-clinical time in support roles for CCG etc