

NEW PRACTICE NURSE RESOURCE PACK

(for employees & employers)



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Practice Nurse Support and Development Team

Who are we?

Within an Independent and Contractor context, the National Health Service Greater Glasgow and Clyde (NHSGG&C) invested in a Practice Nurse Support and Development Team (PNSDT). We are a hosted service within Renfrewshire Health and Social Care Partnership (HSCP) but are employed by NHSGG&C. We work with various Partners including, GGC Health and Social Care Partnerships, Higher Education Institutes, NHS Education for Scotland (NES), Local Medical Committee (LMC), Managed Clinical Networks, Public Health, General Practitioners, Practice Managers, General Practice Nurses, Advanced Nurse Practitioners, GPs, Multi-Disciplinary Teams (MDT) and community nursing team leads.

Our team includes:

- Team manager/Professional Lead Nurse
- 2x Practice Nurse Support and Development team Nurses
- 2x General Practice Nursing Transformation Leads
- 1x Administrator

To access team contacts please click [here](#)

Our Role and Responsibilities

We have various roles and responsibilities; from facilitating locality PN meetings, to membership on the primary care programme board group. We work with all the above stakeholders to ensure information and learning materials are evidence based. For information on all our work streams, including 1-1 support for nurses in general practice, please click [here](#). We also send weekly mailings to Practice Nurses, which provide information on up to date guidelines, policies etc. (to be added to our distribution list please contact marion.watson@ggc.scot.nhs.uk). Our practice nurse webpages also provide useful information and support tools [Practice Nurse Support and Development Webpages](#)

Aim of document

The Practice Nurse Support and Development team have produced this document to support newly appointed Practice Nurses, Practice Nurses new to NHS Greater Glasgow and Clyde and Nurses who are considering a change in career. The document will provide individuals with an overview to the role of the General Practice Nurse and signpost to learning resources to assist the Practice Nurse's learning journey. It will also provide a brief insight into the day to day running of a General Practice and the relationship it has with the Health board, NHS Greater Glasgow & Clyde (NHSGG&C), public health and multidisciplinary teams.

Please note that this document is aligned to a band 5 level, as outlined in the resource, [Transforming Nursing roles paper \(6\)](#). However, no matter what level of nurse you are, you will find this resource useful, if you have switched from acute or community nursing to general practice. The roles and skills discussed in this resource are a reflection of the above paper and aligned to the new GP contract 2018. Therefore, there may be some duties not included. If you require information and learning on these topics, please contact us for more information. If you have any questions regarding the information in this document, or would like guidance with your learning, please contact the Practice Nurse Support and Development team at PNA.Team@ggc.scot.nhs.uk

Practices looking to recruit new Practice Nurses, may also find the above paper and the contents of this document useful in deciding what role/skill mix your practice needs. Our team have developed job descriptions for [band 5](#) and [band 6](#) nurses. These may also help you to decide on the skill mix you require. These documents can be adapted to suit individual practices. If you require a word copy of these documents, please contact us via the email above.

General Practice

Independent Contractors

The majority of General Practices are independent businesses; GPs are independent contractors, within these practices, who provide services on behalf of the NHS. This means that you are now directly employed by an independent contractor. You are able to continue to opt in to the NHS Superannuation scheme; but it is your employer who has responsibility for your contractual terms and conditions which includes your salary (which may not be aligned to NHS pay scales).

Practices will have a contract with NHS Greater Glasgow & Clyde (NHSGG&C) to provide certain services and standards of care to patients. There are two types of agreements 17J (General Medical Services) (GMS) and 17C (Personal Medical Services) (PMS).

17J is a specific contract between NHSGG&C and the individual practice, it is a national contract and any changes to the contract are agreed nationally.

17C is a more flexible agreement between NHSGG&C and the practice; whereby the individual practice will agree with the Health Board (NHSGG&C), the services that they will provide. Such agreements can be unique to each practice and are designed to meet the needs of the individuals within that practice population.

General Practices receive funding/payment for the services that they deliver. The amount the practice will receive is dependent on the following:

- Patient list population
- Age, gender of patients
- Number of registered patients in care homes
- Provision of enhanced services (e.g. Near Patient Testing, Minor Surgery etc)

Please click on below links to access relevant documents:

[List of services that a General Practice must/can provide](#)

[GMS contract](#)

[Memorandum of Understanding](#)

[Memorandum of Understanding 2 - GMS Contract Implementation for PC Improvement - 30 July \(3\).pdf](#)

For more information on the PMS agreement please contact Patricia Morrison

Email: patricia.morrison3@nhs.net

Health and Social Care Partnerships

'Local authorities and health boards are required by law ([Public bodies \(joint working\) \(Scotland act 2014\)](#)) to work together to plan and deliver adult community health and social care services, including services for older people. This new way of working is referred to as 'health and social care integration'. At its heart, integration is about ensuring those who use health and social care services get the right care and support whatever their needs, at the right time and in the right setting at any point in their care journey, with a focus on community based and preventative care. In total, 31 health and social care partnerships have been set up across Scotland and they manage almost £9 billion of health and social care resources' (HSCScotland 2017-2021).

Within Greater Glasgow and Clyde there are six Health and Social Care Partnerships. The links within the below table will take you to your locality Health and Social Care Partnership website.

Renfrewshire	East Dunbartonshire	Glasgow City
Inverclyde	East Renfrewshire	West Dunbartonshire

In response to the GMS contract 2018, the Health and Social Care Partnerships have developed their 'Primary Care improvement plans' which set out how they will work towards fulfilling the elements within the contract. Please click on above links to access this and other information regarding the area you work in.

Community Treatment and Care Services (CTACs)

Following on from the focus of the 2018 GMS contract, all local authorities are developing CTACs. These will provide various services for patients including venepuncture, long term condition monitoring i.e., height, weight, BP, bloods. At present most localities do not have all of these services in place and some general practices will still be carrying out these services. For more information on what is being moved from general practice to CTACs, please read the [Memorandum of Understanding](#) and HSCP Primary Care Improvement Plans, which can be viewed by click on the above locality links.

Multidisciplinary working

Working collaboratively with the multidisciplinary team is fundamental to providing person centred care, including supported self-management. Knowing these colleagues and building good relationships with them, will support efforts to provide continuous and seamless care for the individual; ensuring the individual receives the right care, at the right time, by the right person. (National Health Service Greater Glasgow and Clyde 2015).

It is useful to understand who key people or teams are, how they work, where they are based and how to refer into their services. Spending time with different services is one way of achieving this. Within your practice you may have a pharmacist, LINK worker, CTAC staff member, arrange to meet these individuals along with administrative staff, to find out what their role is and how you can work together. For some other members of the [multidisciplinary team](#) please click here. Please note that this list is not exhaustive, check with your practice team to see who they are most in contact with. Your practice will also have a health improvement locality lead, who can signpost you to various services in your area. It is a good idea to introduce yourself to them.

General Practice Nurse Role

At this point in time the role of the General Practice Nurse is going through a transformation. This is due in part, to the new GP contract and the Transformational Nursing Roles documents, which provides content and a career framework, to enable the nursing workforce to be educated and competent to meet the future health and care needs of patients in Scotland. [The transformational nursing document number 6](#) provides useful information for both practice managers and practice nurses around their expected role, development and scope of practice; encompassing the 'four pillars' of practice (clinical skills, facilitation of learning, research and leadership) that every nurse should work within.

The overarching role of the practice nurse, set out by this paper includes:

- Long Term Condition management
- Promoting mental health and wellbeing
- Primary and secondary prevention
- Addressing health inequalities
- Care and support planning, including anticipatory care
- Supporting individuals with complex conditions or who are frail as part of the integrated community teams
- Providing nursing care across the life cycle

For further information on what a practice nurse role and the skills required will/may include please [click here](#). Please refer to the memorandum of understanding for role changes within general practice. It is important to note that as general practices are independent contractors, it will be their decision/requirements which will dictate the role a practice nurse undertakes for them. Therefore, the above list does not mandate role content, but is a guide for structure matched to Transforming Nursing Roles in General Practice.

Starting your new job

Before starting your new job there are some things that you need to think about/do:

- Look over your contract and terms and conditions
- Look over job description – is there anything that you are unsure about?
- Ensure you have [professional indemnity](#)
- Uniforms – if you have previously worked for NHSGGC, please note that you cannot use this uniform in general practice
- Ensure you are up to date with the [NMC code](#) and [revalidation guidelines](#) - as a practice nurse you will be more autonomous in your practice and working within the NMC code is as vital here, as in any other working environment
- Read documents highlighted in this booklet

First few days in practice:

As you will be aware the role of the practice nurse is vast and can change depending on which practice and practice population you are working for. In the first few days in practice it will be necessary/useful for you to:

- Be orientated with the practice in the few days/weeks – to support this you can use or adapt our [induction list](#)
- Meet with the practice team and discuss their [roles](#)
- Read relevant practice policies, including health and safety, it is also important to be aware of wider policies i.e. NHSGGC, Scottish Government and [GDPR](#)
- Assess your room, does it meet your needs? Where is everything stored? Where is your desk (you should be situated closer to the door than the patient) where is your emergency buzzer? Is the bed in the right position for you? Do you have a lamp for taking smears? If a previous nurse has left policies, guidelines etc within the room, look through these to make sure they are up to date and relevant
- Complete suggested [induction modules](#)
- Meet with practice manager/GPs to discuss your short and long term scope of practice, for clarity around roles see [transformational nursing roles paper 6](#) It is also advisable to establish a named mentor/s within practice

- Reflect on your scope of practice and learning needs to carry out these roles effectively and safely – the practice nurse support and development team can help you with this, please contact pnateam@ggc.scot.nhs.uk you may also find this [action plan](#) useful
- Familiarise yourself with the [IT systems](#) used in practice, if you require training on these please contact your local IT. The number for them should be on your computer desk top. If not your practice manager will know how to contact them. The local medical committee also provide [training](#) for IT systems
- Sign up for a [TURAS](#) account
- Sign up for [Community learnpro](#) account – contact lan.mackie@ggc.scot.nhs.uk for a code and instruction on how to register

First year in General Practice

Individuals can feel a range of different emotions during the first year in practice. It is important to look after yourself and to continuously reflect on your practice. Recognising the progress you are making. Surround yourself with people who can support you and that you feel confident to speak to, don't be afraid to ask questions. As you will have heard a million times there are no such things as silly questions. Come along to your locality meetings and get to know your colleagues, these meetings are great opportunities for you to develop your practice.

Using the action plan, developed by yourself and your practice manager/mentor, prioritise learning. Remember to not try and do too much at once. NES deliver a 'GPN core course' and an 'integrated community nurse' course which will support your learning. Places on these courses are restricted. Our team will be happy to support you throughout this time, providing 1-1 support and signposting to relevant training.

Your learning in this year will mostly focus on cervical skills, long term conditions, and sexual health and depending on your level of experience, qualifications and knowledge, it may also include minor illness and triage. Our team have developed [learning tables](#) which will support your learning of these topics, plus many more.

The above learning tables, along with the below documents and resources will support most PN consultations:

[Selection of useful websites and learning](#)

[LTC rationale handbook](#)

[Adult mental health](#)

[Anticipatory Care Planning](#)

During this period it is useful to build up your resource of guidelines and tools to support your work. Put these either into an electronic folder or save them to your favourites.

Local Services – A major part of the PN role is referring/signposting to relevant services. Getting to know the services that are local to you will be instrumental in the support and advice that you can

give to patients. [NHSGGC Health and Wellbeing Directory](#), [ALISS](#) and [NHSinform](#) are all good sites for patient information and services.

Reflection and appraisal

Throughout your career as a practice nurse, reflection and appraisal will be essential to your personal and professional development. This can be informal and formal. There are many different frameworks that you can use, including gibbs and Johns. As part of your NMC registration you are required to have at least 5 pieces of reflection for your revalidation. For more information on this and to access relevant documents click [HERE](#)

In your practice, you will also undertake annual appraisals, [TURAS](#) can be used for recording your appraisals, alternatively click [HERE](#) to access a pdf appraisal form. If you require the a document in a word version please contact the team PNATeam@ggc.scot.nhs.uk

Our team can also provide clinical supervision to practice nurses. If this is something you would be interested in, please contact us via the email above.

Further Support

We hope that you find this document useful, as you will be aware one document cannot include every role and skill that individual Practice Nurses will require throughout their career, or every learning opportunity. If you have any questions regarding the content in the document, or have any queries around your role, education or the support we can offer, we would be happy to discuss this with you. We also have our own [Practice Nurse Support and Development Team Web Pages](#), which has lots more information and resources.

You can contact us by email or phone:

Email: PNA.Team@ggc.scot.nhs.uk

Phone: 0141 211 3632

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