

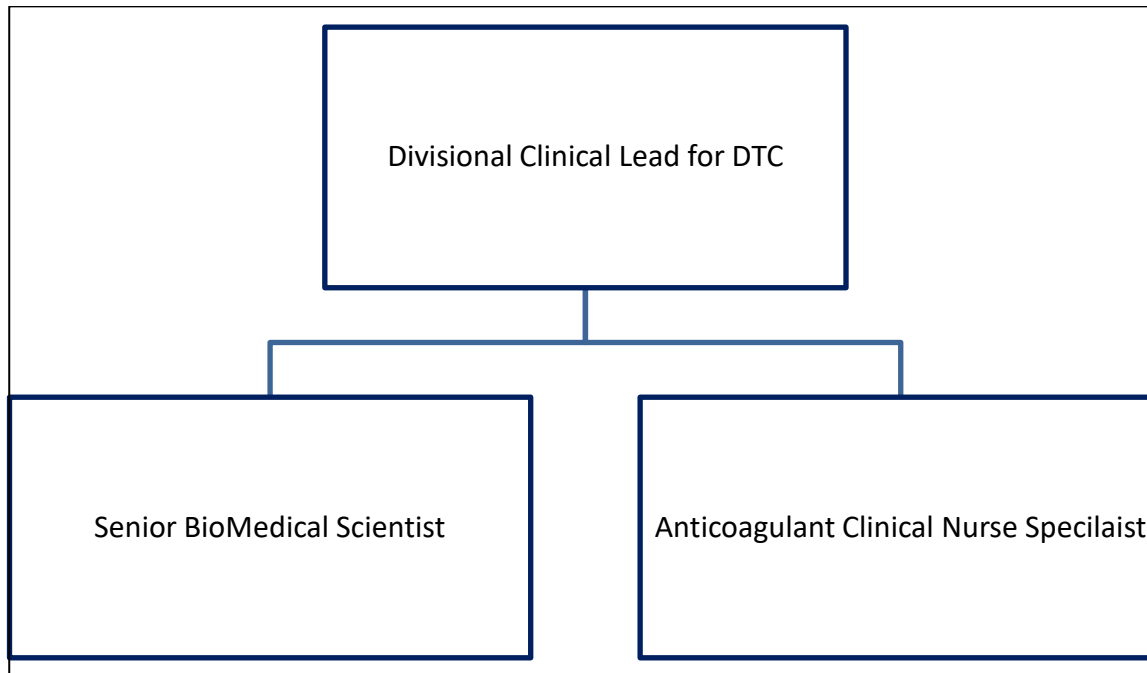


JOB DESCRIPTION

Job Title:	Clinical Nurse Anticoagulation
Department:	Anticoagulant Service
Division:	Diagnostics and Therapeutics
Band:	6
Hours:	30 hours per week
Responsible to:	Harriet Barker
Accountable to:	Biomedical Scientist/Specialist Nurse
Responsible for:	St Peter's Hospital / Ashford Hospital /Woking Hub and working at any other Trust site as required.
Base:	St Peters Hospital and Woking Hub
Disclosure and Barring Service Required:	Yes, enhanced
Job Summary:	<ul style="list-style-type: none"> • Anticoagulation practitioner/Nurse • Implement treatment of anticoagulation plan in the community. • To assist the team in the organisation and day to day running of the Anticoagulant Service across both sites and outreach community service. • Propose service changes to develop the department, meeting the needs of the hospital and patients. • Manage own caseload of patients (Trust caseload 1000 as of January 2024) • Maintain associate computerised records using DAWN and Cerner software. • Provide Warfarin education advice for patients, carers and others healthcare professionals • Be a resource within both the Trust and the Community for anticoagulant advice and information on anticoagulant therapy issues.
Key working relationships	<p>Internally the postholder will develop effective working relationships with:</p> <ul style="list-style-type: none"> • Colleagues, patients, clinical teams and health care professionals <p>Externally this includes:</p> <ul style="list-style-type: none"> • Colleagues in other NHS Trusts and organisations, patients, carers, nursing homes, care homes, district nurse service, Woking hub colleagues.

Key Result Areas:	<p>The postholder will be the lead member of staff responsible for the day to day running of the Woking Hub, Community Diagnostic Centre, anticoagulant service.</p> <p>Additionally the postholder will provide anticoagulation clinical nurse duties at St Peters Hospital</p>
Date of last review:	May 2024

2. DEPARTMENT ORGNISATION STRUCTURE CHART



3. MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

Clinical Responsibilities

General Clinical Responsibilities

- Takes pride in their work as well as their team
- To maintain mandatory training
- Liaise with GP, SPA and District Nurse Team as required
- Operate independently without supervision once fully trained
- Manage workload daily
- Prioritise clinically vulnerable patients with high or low INRs
- Deliver and evaluate patient care on an ongoing basis
- Measure and record all treatment and outcomes using Dawn and Cerner software
- To carry out Point of Care analysis, POC, once fully trained, and to weekly calibrate CoaguChek machine as required
- Make independent professional decisions requesting and interpreting INR results, including manually adjusting anticoagulation dosages, and be accountable for these decisions
- Make appropriate referrals to other healthcare professionals and accept and assess referrals from other disciplines
- Be accountable for highlighting patients requiring clinical review to the relevant team
- Manage patients requiring low molecular weight heparin (LMWH). Teaching patients to self-inject. Commence/discontinue LMWH treatment on own professional judgement based on current guidelines
- Manage patients thrombo prophylaxis pre and post operatively/procedure

- Act as a resource for other healthcare professionals e.g. medical staff/ Specialist Nursing Staff within the hospital setting, GP's, Psychiatric Units, Medical staff within prisons, District Nurses, Midwives Nursing/Residential Home staff and Dentists providing advice on dosing and managing patient anticoagulation, information, support, and education, based on current evidence
- Establish effective and highly complex communication links to ensure efficient monitoring of treatment that will include frequent changes to a variable dose of anticoagulant treatment. This requires continual reassurance to all patients, in particular the large proportion of elderly patients with co-existing diseases on concurrent medication, which result in complex treatment plans. A large proportion of patients also have associated problems such as deafness, visual impairment, physical and mental disabilities that require highly developed skills and experience to manage
- Establish effective communication and provide specialist advice for Substance Abusers/non-compliant patients to ensure their cooperation and concordance overcoming the complex barriers of understanding that are required to enable safe and effective treatment
- Provide accessible advice for patients and carers accounting for communication barriers, via telephone, email, correspondence and anticoagulant clinics
- Provide on-going education to patients and carers
- To attend regular meetings with Anticoagulant Team and any other professionals as required

General Responsibilities

- Be involved in the effective organisation of the anticoagulant service at St Peters and Ashford Hospitals and surrounding Care Commissioning Groups
- Be aware of trust level in initiatives and policy decisions regarding the care of people requiring anticoagulant treatment
- Evaluate and prioritise daily workload
- Propose changes and aid implementation to the anticoagulant service
- Order and maintain anticoagulant stationary.
Maintain awareness of, and comply with, all statutory and Trust Policies Procedures and Guidelines
- Report incidents/complaints pertinent to the service provided to ensure that appropriate actions are promptly taken to proactively manage incidents/complaints and give feedback to the team leader
- Participate in regular risk assessments of the Anticoagulant Service in line with Trust policy
- Participate in the projects undertaken both by Medical teams, Consultant Haematologists and by the Department of Haematology concerning the Anticoagulant Service

IT/Software Management Responsibilities

- Assist in the maintenance of anticoagulant software, be computer literate and able to make dose adjustments supported by the computerised anticoagulation therapy management system, (DAWN)

- Have a deep understanding of relevant databases and IT systems, develop knowledge and skills in the use of the anticoagulant therapy dosing system (DAWN).

Policy/Service Responsibilities

- Actively participate in multi-disciplinary anticoagulant service meetings
- Be aware of Patient Group Directives (PDG's) and Trust Protocols relevant to Anticoagulation. Review and update as required
- Ensure you have full competencies for the treatment and monitoring of patients requiring anticoagulant treatment
- Participate in clinical audits, setting standards, and promote evidence-based practice
- Ensure the views of the users of the service are included
- Prepare and continuously review Patient Information sheets to ensure optimum information to patients and minimise risk of litigation through misunderstandings.
- To maintain evidence based clinical standards of care and audit them on a regular basis to ensure compliance and effectiveness
- To maintain confidentiality surrounding the patient's care and treatment at all times
- To ensure documentation is completed accurately and within agreed timescales using Trust approved documentation, in line with NMC, HPC and Trust guidelines
- To have a knowledge of and adhere to Trust policy and professional standards
- To demonstrate a professional approach to work, and act in accordance with the Trust 4 P's pledge and NMC Code of Professional Conduct and HPC regulations at all times
- To undertake further training and academic qualifications as relevant to the role and service requirements

Education, Research and Development

- Actively practice research based best practice
- Maintain and develop own professional development and mandatory training
- Develop and use Patient Group Directives and Trust protocols for anticoagulation therapy
- Participate in structures provided by the Trust, taking part in professional reviews and clinical supervision in order to sustain and develop professional practice and in particular the role of the specialist nurse/biomedical scientist
- Attend Trust Thrombosis committee meetings
- Keep abreast of developments in anticoagulant treatment by attending local, national, and international meetings and actively networking with colleagues locally, regionally and nationally
- Participate in local and national committees and working parties

PERSON SPECIFICATION

POST TITLE:

Factors	Essential	Desirable
Attitude, Behaviour and Values	<ul style="list-style-type: none"> • Always puts patients first • Customer service focus • Willing and able to take personal responsibility • Demonstrates passion for excellence • Seeks out and takes opportunities for improving the service offered • Takes pride in their work and their team • Flexible in their attitudes and behaviours to support team working and delivery of objectives • Respects, values and cares for others • Supports learning and development of self and others • Supports and promotes equality and diversity 	Application form and interview
Qualifications and Further Training	<ul style="list-style-type: none"> • 1st Level Registered Nurse • Evidence of further professional development 	<ul style="list-style-type: none"> • Prescribers Course
Experience	<ul style="list-style-type: none"> • Experience within Anticoagulation at Specialist Nurse Level/Biomedical Scientist • Experience of working within a multidisciplinary team • 	<ul style="list-style-type: none"> •
Knowledge	<ul style="list-style-type: none"> • Must be able to demonstrate that you have knowledge of your professional code of conduct and guidance issued by your professional body and that you adhere to these • NHS Constitution • Trust vision, values, strategic objectives, and key work programmes • Team management • Information management • Management of change 	
Skills	<p>Must be able to demonstrate, in relation to people who use Trust and other related services:</p> <ul style="list-style-type: none"> • You have knowledge & awareness of diversity and human rights and the competencies appropriate to your role to support their diverse needs and human rights 	

	<ul style="list-style-type: none"> • You are able to communicate effectively with them and with other staff to ensure that their care, treatment and support are not compromised • You have a good understanding of their communication, physical & emotional needs; can identify their individual needs and preferences, their changing needs and recognise and promote their independence • Ability to motivate others • Ability to facilitate agreed change • Communication/interpersonal skills • Teaching skills • Ability to use own initiative and work autonomously • Act as an advocate for patients to ensure high standards of specialist care • 	
<p>Other requirements</p>	<ul style="list-style-type: none"> • Must be able to demonstrate that you are honest, reliable, trustworthy and treat people who use the services, and colleagues with respect. • Assertive • Ability to work under pressure • Adaptability / Flexible • Professionalism • Sensitivity / confidential /supportive • Commitment to development • Good time management • Positive attitude / Enthusiasm • Self-motivated / lateral thinker 	

Values and Behaviours

Patients First

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Care	Always finding ways to make a difference for the benefit of others	Ensuring that basic needs are always met	Ignoring patients who need help – the standard you walk past is the standard you accept
Compassion	Making everyone feel special – knowing your patients well and treating them as individuals	Putting yourself in others' shoes – you could be the only word of kindness that person receives all day	Not being aware of others' needs or feelings
Communication	Adjusting your communication style to fit the person or the purpose	Introducing yourself, listening, explaining clearly what is happening and making sure that you have been understood	Making little effort to explain situations, creating anxiety and confusion
Humility	Using what our patients and others tell us to make our care the best it can be	Apologising and being open when things have gone wrong	Arrogance – assuming we have all the answers and not listening to our patients

Passion for Excellence

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Positivity	Sharing good news and positive stories, seeing and inspiring the best in others	Striving to be the best you can	Spreading negativity, or having a "can't do" attitude
Insight	Stopping, looking and listening – being mindful of your environment	Having an in depth understanding of your day to day practices and the impact they have on others	Not being aware of impact on others
Initiative	Finding and seizing opportunities to go the extra mile without being asked	Taking a proactive approach, and prioritising	Being passive and demonstrating a lack of attention to detail
Innovation	Being bold, ambitious and creative and challenging the norm	Seeking out new ideas and finding ways to put them into practice	Accepting average standards or refusing to move from the status quo



Developed by staff through the Trust Wall and through conversation in Autumn 2013

Personal Responsibility

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1 = does not demonstrate
Commitment	Equipping yourself with the skills, knowledge and wellbeing required to deliver your best	Performing your duties to the best of your ability and always being punctual and prepared	Taking little interest in doing a good job
Self-awareness	Leading by example and taking responsibility for your actions	Treating people as you would like to be treated, remembering that the little things often make the biggest difference	Looking for excuses or undermining others
Open-mindedness	Being objective and providing, seeking and valuing regular constructive feedback	Continuously listening, learning and improving	Showing little interest in improvement or being dismissive of others' ideas or feedback
Courage	Not being afraid to challenge poor behaviour and inspiring courage in others	Believing in yourself and your contribution, and having the confidence to speak up and speak the truth	Not being willing to trust others, or avoiding difficult issues

Pride in our Team

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Constructiveness	Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating	Treating one another with dignity, intelligence and respect	Shouting, taking an aggressive tone, or finger-pointing
Selflessness	Taking on tasks, beyond expectation, to achieve team or organisational goals	In your work, prioritising the needs of your patients, teams and organisation ahead of your own	Showing evident self-interest to the detriment of the team or organisation, or lack of flexibility
Collaboration	Helping others to see that they can achieve more together than can be achieved alone	Building positive relationships based on listening and sharing information, knowledge, skills, as well as workload, to further team and organisational goals	Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others' views
Integrity	Always being open and honest, setting realistic expectations, and consistently demonstrating your values	Being honest and delivering what you promise or making others aware if you are unable to deliver	Being dishonest or biased, or actions not matching words

VALUES BASED BEHAVIOURS

The Values Based Behaviours above describe the standards of behaviour the Trust supports and expects from all staff, and these are used to assess and develop staff through all aspects of their career with the Trust, from recruitment, through induction, appraisal and development.

WORKING FOR THE TRUST GENERAL RESPONSIBILITIES FOR ALL STAFF IN THE TRUST

ALL TRUST EMPLOYMENT POLICIES CAN BE ACCESSED EXTERNALLY THROUGH THE TRUST WEBSITE AT: <http://www.ashfordstpeters.org.uk/employment>. ALL OTHER TRUST POLICIES CAN BE ACCESSED EXTERNALLY VIA: <http://www.ashfordstpeters.org.uk/organisational>

COMMUNICATION AND CONFIDENTIALITY (INFORMATION GOVERNANCE)

You must communicate clearly by actively listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. See Confidentiality Policy <http://trustnet/documents/menu113.htm> and Information Governance Policy <http://trustnet/documents/menu1107.htm>

All employees must be aware of their responsibilities under the Freedom of Information Act 2000. See Trust Freedom of Information Policy at http://www.ashfordstpeters.org.uk/attachments/799_Freedom%20of%20Information%20Policy.pdf

Employees who use a computer, must abide by the terms of the Trust's Information and Technology Policies at: <http://trustnet/documents/menu11.htm>

DEVELOPMENT, MODERNISATION AND CHANGE

The Department of Health, the Trust, and Directorate/Departments have targets to achieve in respect of service delivery and improving and progressing patient care. We ask that you are aware of these targets and contribute and work to achieve them.

All staff are to be familiar with the Trust's policies and procedures, which are available on the Trust Intranet <http://trustnet/documents/menu.html> or externally via <http://www.ashfordstpeters.org.uk/organisational>

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to undertake other duties that are consistent with your role /

band. Details and emphasis of your role may change but this would be in consultation with you and in line with the needs of your work area.

EQUALITY, INCLUSION, DIVERSITY AND RIGHTS

All staff have a duty promote people's equality, diversity and rights, and treat others with respect and dignity and to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristics and persons who do not share

The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

The Trust Annual Equality and Diversity report and information is available on the Trust Intranet site:

<http://www.asph.nhs.uk/annual-equality-and-diversity-report>

MONITORING AND MAINTAINING GOOD HEALTH AND SAFETY

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well-being.

Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
- b) to co-operate in meeting the requirements of the law
- c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

You are required to familiarise yourself with the details of the Trust's Health and Safety Policies posted on the Intranet at <http://trustnet/documents/menu3.htm>. A department policy which will cover your usual place of work is available through your head of department. There are a number of health and safety training sessions which will be mandatory for you to attend depending on your type of work.

MANDATORY TRAINING

All staff have a responsibility to ensure that they are up to date on essential knowledge and skills related to their sphere of work. Some areas of training are common to all staff, such as Health & Safety, Safeguarding and Information Governance. Staff must ensure that they attend Mandatory Training sessions as required.

NHS CONSTITUTION

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- To provide support and opportunities for staff to maintain their health, well-being and safety.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

Staff responsibilities:

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

Details at: <http://www.dh.gov.uk/en/Healthcare/NHSConstitution>

QUALITY AND RISK MANAGEMENT

The Trust, as a public organisation is committed to acting with honesty, with integrity and in an open way. We are working together to achieve the highest levels of compliance with risk management via the NHS Litigation Authority (NHS LA) and Clinical Negligence Scheme for Trusts (CNST) for maternity services. You are expected to become familiar with these standards as they relate to your work and further details are available from your manager.

You must ensure your actions help to maintain quality and reduce risk. This involves accepting individual responsibility for meeting required standards, and for following quality and safety processes and procedures. These include national requirements set out by the Healthcare Commission, Trust policies, the Trust's Standards for Practice and Care, local Codes of Practice and local service or departmental standards. (<http://trustnet/documents/Standards%20for%20Practice%20and%20Care.doc>)

It is expected that you understand and comply with current emergency resuscitation techniques (where appropriate), infection control procedures, and fire regulation procedures.

- Risk & health & safety policies are available at <http://trustnet/documents/menu3.htm>;

- Patient care policies are available at <http://trustnet/documentss/menu8.htm>;
- Fire policy is available at <http://trustnet.asph.nhs.uk/documents/document306.htm>;
- Control of infection policies is available at <http://trustnet/documents/menu7.htm>.
- All other relevant policies can be found at <http://trustnet/documents/menu.html>

WHISTLE-BLOWING (FREEDOM TO SPEAK UP)

All employees working in the NHS have a contractual right, and a responsibility, to raise genuine concerns they have with their employer about malpractice, patient safety, financial impropriety or any other serious risks they consider to be in the public interest. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust's Whistle-blowing Policy which you can access on the intranet at: http://www.ashfordstpeters.org.uk/attachments/1276_Whistle%20Blowing%20Policy.pdf

The Trust's policy on whistle-blowing enables everyone to raise any concerns they have about any malpractice at an early stage and in the right way.

The Trust welcomes your genuine concerns and is committed to dealing responsibly, openly and professionally with them. It is only with the help of our staff that the Trust can deliver a safe service and protect the interests of patients and staff. If you are worried, we would rather you raised the matter when it is just a concern, rather than wait for proof.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult at times and the policy enables you to raise a matter directly with the Trust Freedom to Speak Up Guardian and the designated Non-Executive Director. But you can approach any member of the Trust Board.

Your concerns will be taken seriously and investigated. We also give you a guarantee that if you raise concerns responsibly, we will endeavour to protect you against victimisation.

Further information is available on the Trust Intranet at: <http://trustnet/departments/speakup/>


REQUIREMENT FOR FLEXIBILITY IN AN EMERGENCY SITUATION

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

- (a) Carry out additional and/or alternative duties to those contained in your job description; and/or
- (b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided

SAFEGUARDING

All Trust employees have a responsibility to take appropriate action if they believe that a child or adult at risk (with care and support needs) is in need of services or in need of protection. Staff must



be committed to safeguarding and promoting the welfare of children, young people and adults at risk, recognising that looked after children, patients with a learning disability or other cognitive impairment may not be able to keep themselves safe from harm or abuse. All staff will understand and adhere to the principles laid out in the [Mental Capacity Act \(MCA\)](#) as appropriate to their role within the Trust.

Everyone is responsible for accessing the relevant level of training for their role and for following the Trusts local Safeguarding procedures; completion of training and understanding of safeguarding arrangements should be discussed in annual appraisals and/or form part of re-validation requirements. The Trust works collaboratively with partner agencies in regard to safeguarding and staff must be aware of multi-agency partnership arrangements as relevant to their role; follow links to [Surrey Adult multi-agency procedures](#) & [Surrey Children's Services](#) for further information.

Information on Child Protection is available on the Trust website: [Safeguarding Children](#)
Information on the Abuse or Suspected Abuse of Adults is available on the Trust website: [Safeguarding Adults](#)

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff who require a DBS will have been checked on joining the Trust and for staff who are part of the children's workforce they will have a three yearly repeat check.

SUSTAINABILITY

The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

August 2022