

Public Protection Nurse Practitioner 258984



L I V I N G O U R V A L U E S

Care and
compassion

Dignity and
respect

Openness,
honesty and
responsibility

Quality and
Teamwork



We're an
Age-friendly
Employer



Our Values



Care and
compassion

Openness,
honesty and
responsibility

Dignity and
respect

Quality and
teamwork

Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships.

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering.

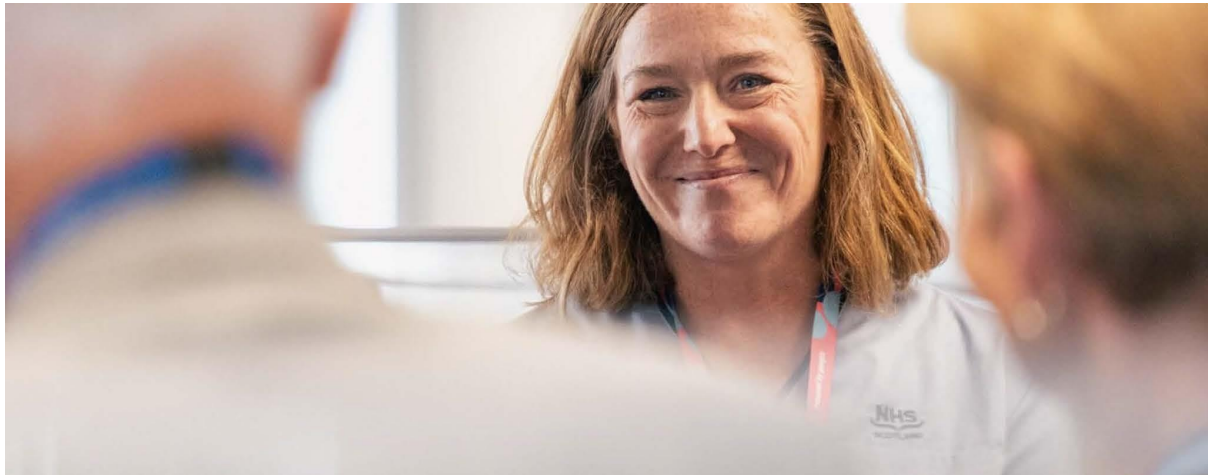
Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work.

Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency.

A Career with NHS 24



Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland. We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues

to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

Please visit our NHS 24 career website: <https://www.nhs24.scot/careers/>

Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

Organisation Structure



Nursing & Care

The role of the Nursing & Care Directorate is to develop and support staff to prevent, detect and mitigate risks to the delivery of safe, effective and person-centred care. To work with other directorates on the development, implementation, monitoring and evaluation of healthcare quality frameworks for service improvements.

A key role of the Directorate is to develop, deliver, monitor and support organisational Clinical and Care Governance and Patient Safety systems, policies, processes, reporting to the Board and the Executive Team, and provide assurance that relevant legal and corporate governance requirements are met.

The Directorate works across the Organisation to influence and support continuous quality improvement in the delivery of health care, by providing expert professional advice relating to General Nursing and AHPs, Mental Health & Learning Disabilities, Public Protection, Excellence in Care, Safe Staffing legislation, Realistic Medicine, Advanced and Specialist Practice, Dementia, Patient Experience and Clinical Governance.

The Directorate supports systemic improvements in Clinical Care and Healthcare Quality through strategic professional leadership and clinical development and innovation, to improve the quality of the patient's therapeutic experience and care outcomes.

The emphasis is on delivering continuous improvement in patient care, minimising risk and unavoidable harm to the public through strategic vision, defined professional and healthcare standards and quality assurance. The Directorate influences innovation in care delivery models and role redesign as well as providing an assurance mechanism for evidencing national legislative and local requirements are delivered timeously and to the highest quality standard.

Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

Our Centres



We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.



North Regional Centre

Forest Grove House, Foresterhill Road,
Aberdeen, AB25 2ZP



West Regional Centre

Caledonia House, Fifty Pitches Road,
Cardonald Park, Glasgow G51 4EB



East Regional Centre

Norseman House, 2 Ferrymuir,
South Queensferry, EH30 9QZ



West Regional Centre

Aurora House, 3 Aurora Avenue, Clydebank,
Glasgow G81 1BF



Dundee Contact Centre

Kings Cross Hospital, Clepington Road,
Dundee, DD3 8EA

Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

Benefits



NHS 24 offers a complete benefits package, with a permanent contract on Band 6 £43,231 - £52,679 * (pro rata for part-time hours).

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata if applicable
- Development opportunities including study bursaries, e-learning and classroom based courses
- Enhanced pay for working during out of hours period
- Enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you have an appropriate right to work in the UK BEFORE submitting your application form.

Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

Job Description



Job Title: Public Protection Nurse Practitioner

Reporting To: Lead Nurse Public Protection

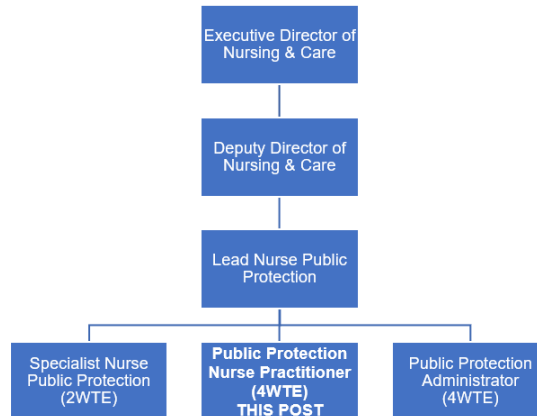
Department(s)/Location: Nursing and Care

1. JOB PURPOSE

- To act as an autonomous practitioner, responsible for the follow up of public protection referrals in the in-hours period, assessing concerns, deciding on the subsequent appropriate course of action and liaising with partners in health and social care and other partner agencies as appropriate
- To ensure the timely and appropriate follow up of these referrals through prioritisation. This will require using clinical and public protection knowledge, skills and decision making to inform actions.

- To support the development of the Public Protection Team within NHS 24, enhancing relationships between the service and all relevant partner agencies.

2. Organisational Position



3. SCOPE AND RANGE

The Public Protection Nurse Practitioner (PPNP):

- Will work as part of the Public Protection Team, alongside the public protection administrators and Specialist Nurse Public Protection. Professional guidance and support is provided by the Lead Nurse Public Protection.
- Will be responsible for the further assessment, prioritisation, and onward referral of identified public protection concerns in individuals who have called the telephone triage service.
- Will be responsible for deciding the most appropriate referral route for individuals where concerns have been identified.
- Will use available internal records/tools/ frameworks as appropriate to assist decision making (e.g. information from SAP, Caller History, Key Information Summary, Call Recording).
- Communicate sensitive information and decision making appropriately, clearly, confidently and effectively, both verbally and in writing.
- The PPNP will liaise closely with internal colleagues and external partner agencies.
- Provide feedback and support to NHS 24 staff, that is constructive and conducive to future learning.
- Work with others in the Public Protection Team to further develop the service in line with identified local and national issues and developments.

- As this is a centralised function the PPNP will be based within NHS 24 Headquarters, however there will be a requirement to travel to other sites as and when appropriate. Flexibility in respect of base can be discussed.

4. MAIN DUTIES/RESPONSIBILITIES

- In compliance with the nursing regulatory body (Nursing Midwifery Council – NMC) Codes of Conduct and Practice, and within ethical, legislative and organisational frameworks, the PPNP will work as an autonomous nurse practitioner, ensuring practice is safe, effective and person centred.
- The PPNP, will prioritise public protection referrals, in line with locally agreed guidance, and respond timeously to the identified needs of individuals referred.
- PPNP's are required to use their clinical knowledge and expertise in conjunction with their knowledge of adult and child protection theory and practice in order to interpret the information obtained.
- The PPNP will seek additional information as required to inform assessment and subsequent actions.
- The PPNP will synthesise and analyse all relevant information to come to a decision as to the necessary course of action and the proportionate and appropriate sharing of any patient identifiable information, to external sources, following agreed processes.
- The PPNP will liaise with partners in health, social care, police, and other relevant bodies, as appropriate to each referral, by telephone discussion in the first instance.
- Following telephone referral /discussion, the PPNP must document fully assessment/decisions and actions within the Public Protection Concern Form.
- The PPNP will provide feedback to colleagues internally in respect of their public protection referrals.
- The PPNP will be expected to maintain collaborative, inter-professional links with colleagues, external healthcare professionals and other agencies.
- The PPNP will work autonomously, but also as part of the wider Public Protection Team. The PPNP seek guidance as necessary and escalate concerns as appropriate to the Specialist Nurse Public Protection and Lead Nurse Public Protection.
- Reflect on and contribute to feedback from partner organisations, and using this as a research and development indicator, identify areas for Continual Professional / Personal Development (CPD).
- The PPNP's involvement in lifelong learning will be integral to maintaining and developing practice, utilising CPD, self-directed learning, reflective practice, coaching,

clinical supervision, performance management in the interests and needs of self and the service.

- The PPNP will share specialist clinical knowledge with colleagues.
- Participate in quality improvement through ongoing involvement in Audit and Call Review.
- The PPNP is responsible for the ongoing development of the care package / support network required to meet the patient's needs. Therefore the post holder requires significant knowledge of the wider health & care system, and the impact vulnerability has on an individual's health & well-being.
- The post holder will support the front line staff during times of peak activity taking calls within service delivery 111 service. Therefore they will be required to maintain their skills in patient telephone triage and assessment. The post holder will be required to use their clinical knowledge and expertise in conjunction with listening, questioning and probing skills in order to interpret the information obtained.
- Following the completion of the call the post holder must document the call on the Patient Record software giving an accurate and concise clinical summary that outlines reasons for call, decisions reached, relevant patient history and onward transmission with timescale given to patient.
- A willingness to undertake nurse practitioner training and maintain clinical competence in order to provide support to service delivery in accordance with the corporate escalation procedures.

5. SYSTEMS AND EQUIPMENT

The Public Protection Nurse Practitioner must be able to -

- Maintain accurate computerised records using the internal Public Protection records
- Navigate and record as necessary within NHS 24's Patient Record software
- Access and listen to call recordings, as necessary, to help inform decision making in respect of public protection referrals
- Be familiar with the use of intranet and internet sources and be able to use these systems skilfully to access information as appropriate to public protection referrals
- Access clinical referencing sources to obtain information as necessary
- Use telephony for making referrals and be able to navigate a range of systems when accessing health and social care agencies
- Implement knowledge of the systems failure procedures when required

- Actively participate in identifying Health and Safety risk issues
- Be competent in a range of IT applications, such as Excel, and be able to use these to support information gathering and analysis; to inform and further develop the service

6. DECISIONS AND JUDGEMENTS

The Public Protection Nurse Practitioner:

- Is required to work autonomously, reaching clinically appropriate decisions based on information received and the use of their knowledge and experience. Support and assistance are available and may be requested from the Specialist Nurse Public Protection and/or Lead Nurse Public Protection if deemed necessary.
- Is ultimately responsible, and therefore accountable, for their decisions and actions relating directly to patient/individual requirements, following assessment of the public protection concern.
- Will, from the information received via the telephone from the patient, or in information available to support public protection referral, assess patient needs using their analytical and clinical skills, and reach a safe and effective decision regarding the appropriate level of intervention required. In some cases, this information will be restricted, and the decision must be based on minimal information from the caller.
- Must, consider carefully, and in line with professional guidance and the legislative framework, ensure that any information shared with others, is appropriate and proportionate to the circumstances of the public protection concern.
- Based on their knowledge and experience, and in line with local guidance, be aware of presentations, which require escalation to the Specialist Nurse Public Protection and/or Lead Nurse Public Protection for further action.
- Share and discuss relevant information with others in key partner agencies and, if necessary, be able to challenge decisions or negotiate proposed actions relevant to the individual referral.
- Will make a clinical decision using evidence based practice, then decide on the appropriate level of care and obtain the agreement of the patient to act on healthcare advice given or to access appropriate level of care.
- Will act as the patient advocate during the triage process, identifying potential risk factors for patients, their carers and others e.g. potential challenging situations, child protection issues or mental welfare issues. Identified risk factors will be referred to the appropriate service through agreed NHS 24 procedures.

- Will make all arrangements for the patient to be further examined/treated by the particular care provider, should onward referral be required. For example they will contact OOH services giving all relevant details using computerised information links and/or verbally, by telephone.

7. COMMUNICATIONS AND RELATIONSHIPS

In order to successfully achieve a safe and desired outcome to the Public Protection referral the PP Nurse Practitioner will -

- Be able to communicate confidently and competently with a range of professionals across health, social care, police and other partner agencies, using a shared language and always keeping the vulnerable individual at the centre.
- Build collaborate working practices across partner agencies within nationally agreed frameworks.
- Work as part of the Public Protection team, supporting colleagues and contributing to the further development of the service.
- Share specialist knowledge with colleagues.
- Deal professionally and sensitively with, delicate, confidential, complex, and sometimes distressing issues.
- Recognise own limitations and seek advice as appropriate.
- Be aware of the need to de-brief following distressing/complex situation and seek support for self as necessary.
- Control and de-escalate situations which might prevent a safe and effective outcome.
- Deal with other barriers to effective communication.
- Facilitate the communication process utilising a high level of expertise, and by using appropriate inter-personal skills.
- Will participate in regular, formal and informal communications with team members, other internal services and external partners.
- Communicate with patients making clinical decisions from information given, obtaining agreement from the patient on the level of care.

8. PHYSICAL DEMANDS OF THE JOB

Physical Effort

- The PP Nurse Practitioner is required to use a VDU and wear a telephone headset for most of their shift and is restricted to their personal workspace for most of the shift.

Mental Effort

- Intense concentration is required for the majority of the shift while assessing, prioritising and in the follow up of public protection referrals.
- Given the diversity and complexity of patient needs, sustained analytical and critical thinking skills are necessary in the assessment and decision-making relating to public protection concerns.

Emotional Effort

- Communicating with distressed / anxious / worried staff when dealing with feedback / outcomes of public protection concerns which are sensitive by nature.
- The ability to manage difficult, highly sensitive callers will require the post holder to be responsive to the needs of the patient.

Working conditions

- The post holder when taking patient calls will have to occasionally deal with abusive and aggressive callers.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The Nurse Practitioner is required to

- Work as an autonomous practitioner, making clinical decisions based wholly on the nurse's experience, knowledge and analytical skills used in the follow up of public protection concerns.
- Deal with a high number of public protection concerns, often of a distressing nature.
- Taking into account all relevant factors, prioritise referrals for action.

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- RGN / RMN qualified.
- Extensive post registration experience, preferably within an acute or primary care setting.
- Evidence of well-developed critical decision-making skills.
- Evidence of excellent communication and interpersonal skills.
- Evidence of public protection knowledge and experience.
- Experience of unscheduled care would be an advantage.
- Educated to degree level or equivalent preferable.
- Computer literate.

- Further IT skills must be acquired/developed during the in-house training period to allow a clear understanding and skilled use of the functionality of the specialised software systems.
- Successful completion of induction training programme and attainment of specified competencies is essential.

Person Specification Form



Job Title: Nurse Practitioner Public Protection

Directorate: Nursing & Care

Level of Disclosure check required: n/a

Qualifications:	Essential	Desirable
Registered Nurse with valid NMC registration	X	
Educated to/working towards/operating at SCQF Level 9	X	
Experience:	Essential	Desirable
Previous experience working within a registered nurse role	X	
Working knowledge of basic information technology	X	
Previous Public Protection experience		X
Evidence of further education and continual professional development	X	
Knowledge of policy and legislation to support Public Protection practice in Scotland	X	
Experience of working with multiagency partners		X
Ability to work with sensitive information	X	
Excellent time management skills	X	
Behavioural Competencies:	Essential	Desirable
Effective listening, communication and interpersonal skills	X	
Excellent team working skills with the ability to work autonomously using your own initiative	X	
Demonstrate ethics, values and personal qualities / behaviours consistent with the vision, culture and values of NHS 24.	X	

Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using JobTrain, please contact:

nhsscotland@helpmeapply.co.uk

L I V I N G O U R V A L U E S

Care and
compassion

Dignity and
respect

Openness,
honesty and
responsibility

Quality and
Teamwork