

Job Description

JOB TITLE	Physiotherapy Assistant Practitioner: MSK
GRADE	Band 4
REPORTS TO	Lead Physiotherapist: Rheumatology & Outpatient Service Manager QHB
ACCOUNTABLE TO	Director of AHPs
DEPARTMENT	MSK Outpatients Physiotherapy, QHB O/P Therapy Services
BASE	Queens Hospital
DATE	August 2023

JOB PURPOSE

To help provide a high quality and efficient MSK physiotherapy service, assisting physiotherapists in implementing treatment programmes.

To work alone implementing treatment programmes within outpatients following clinical protocols or treatment plans.

To provide protocol lead pre op breast surgery advice, education and exercises and determine when to seek advice from qualified colleague.

Run group rehab sessions independently following agreed departmental protocols, correcting and progressing exercises, providing routine clinical advice regarding exercise, pacing and activity.

To assess non-complex patients, including TKR & THR pre & post operatively and walking aid referrals.

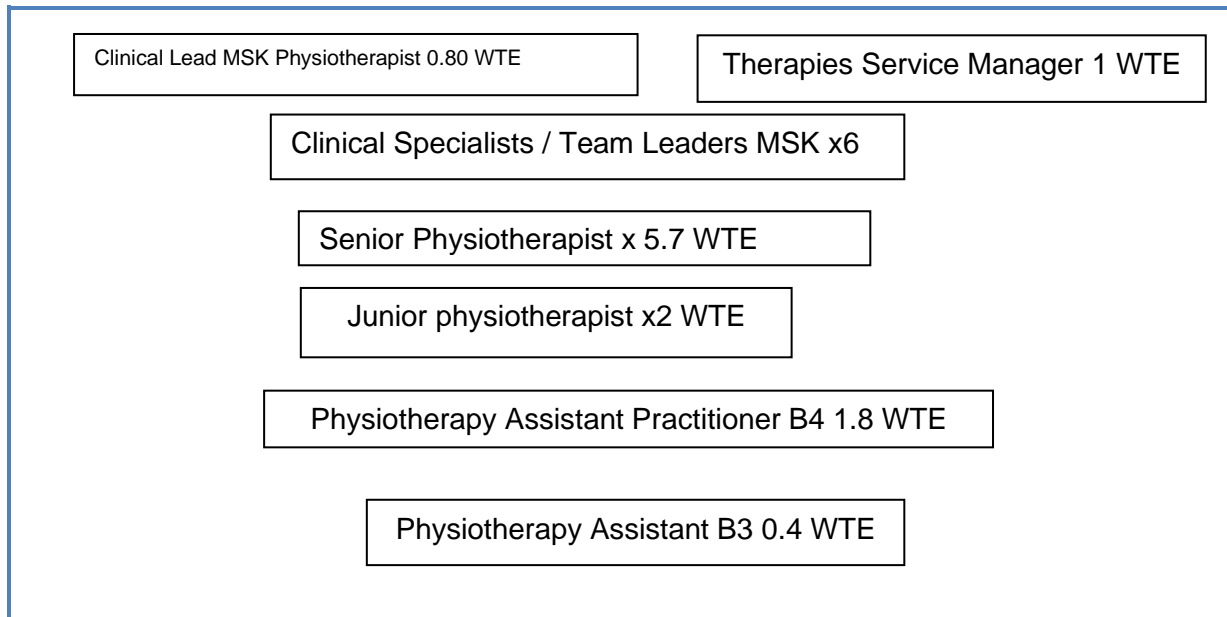
Administer stock of mobility aids and order supplies.

Assists with the running of clinics, data input and service developments.

Supports & supervises Physiotherapy assistants and students.

Provide condition related advice and education to patients, carers & advice re to the MDT.

ORGANISATIONAL CHART



DIMENSIONS

Works with team leaders, Senior and Junior physiotherapist / occupational therapist and other assistants in MSK outpatients and breast care unit, and as part of the multi-disciplinary team.
 Provides Physiotherapy management
 Manages own case of 1;1 and groups
 No budget
 Supervises other staff

KEY RELATIONSHIPS

Internal

- Consultants and Medical Staff, Physiotherapy and Occupational therapy colleagues
- AHPs and Healthcare scientists, Nursing staff, Social workers, Admin staff

External

- Community therapists, Social Service
- General Practitioners
- Voluntary organisations, Sources for equipment and material
- Outlying therapy units
- Patients and carers.
- Social prescribing groups

KEY RESULT AREAS

Clinical

1. Use well developed verbal and non-verbal communication skills to communicate information to patients requiring re-assurance and motivation to comply with

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management programmes.

2. Effectively communicate routine information to patients in order to progress knowledge and self-management programmes. (This will include patients who may have difficulties in understanding, communicating or be emotional labile eg, patients who may be depressed or have difficulty accepting diagnosis.
3. Communicate routine information which may be of a sensitive nature to patients, relatives/carers and other members of the multi-disciplinary team, using both verbal and written formats.
4. Empathise with and reassure, using motivation/persuasion, encouraging patients to co-operate with their treatment and exercise programme.
5. Implement into practice knowledge acquired through experience.
6. Risk assesses, either individually if working alone, or jointly with colleague as necessary.
7. Take responsibility for managing own patient lists and be able to recognise and implement progression of patients' treatment as appropriate. Discuss with the physiotherapist responsible.
8. Demonstrate dexterity, co-ordination and sensory skills in undertaking the manual treatment of patients.
9. Carry out treatments using handling skills developed in In-Service training/short courses, informal training and experience.
10. Demonstrate safety when working independently or assisting the physiotherapist or other, in moving and handling, with or without equipment, such as hoists and sliding sheets as appropriate.
11. Implement physiotherapy treatment and care as per treatment plan but be able to make minor adjustments by carrying out individual assessment on a daily basis and report back to physiotherapist as appropriate on progress.

Breast Unit Role

1. Assess indications for and provide appropriate advice, education and exercise programmes, progressing these as appropriate.
2. To work alone within broad guidelines, with telephone support to patients as required
3. To act as the first point of contact for breast care patient, if necessary, via telephone, voicemail or email, for patients who may require support and advice regarding potentially serious or new problems, then providing relevant information to the physiotherapist.
4. To provide protocol lead pre op breast surgery advice, education and exercises and determine when to seek advice from qualified colleague.
5. Fitting/removal/adjustment of splints, support belt and specialist orthotics following training.
6. Referral to orthotics for specific issues following training.
7. Manage exercise and advice for specific patient groups after training, responsibility for progressing some activity or exercise.
8. Work alone as required, without the direct supervision of the physiotherapist, implementing management programmes.
9. Discuss diagnosis and implications appropriately and sensitively with the patient.
10. Document interventions in electronic patient notes, following the departmental standard.

Organisational

- 1 To liaise with other members of the orthopaedic multi-disciplinary team to organise specialist clinics & groups.
- 2 Deal with email queries re referrals from Breast clinic / orthopaedic/ other hospitals
- 3 Dealing with patient telephone/voicemail requests coming to treatment room, supporting rearrangement of appointments
- 4 Keeping and entering data for MSK activity / projects/ audits

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- 5 Support in managing MSK / BCU waiting list.
- 6 Plan and prioritise own patient workload to fit in with the workload of the team.
- 7 To take part in team and departmental audits, supporting data collection, and interpretation
- 8 Ensure all specialist paperwork is available and sent to patients prior to appointment.
- 9 To maintain a safe environment for patients and staff
- 10 Ensure that all linen is replaced in line with department recommendations.
- 11 Maintain levels of hygiene in treatment areas in line with department recommendations
- 12 Ensure that all equipment is checked regularly and maintained, safe to use appropriately.
- 13 Ensure that any piece of equipment that is faulty is labelled and reported immediately.
- 14 Support physiotherapist with ordering patient walking aid and other equipment.
- 15 Ensure levels of equipment e.g. splints are available, ordering replacements as required

Professional

1. Attend appropriate In-Service training/short courses consolidating and developing knowledge and skills.
2. Describe and explain own role to other PTAPs, students, and rotational physiotherapists.
3. Assist with informal teaching for other MDT members.
4. Comply with Trust policies e.g. Health and Safety, Confidentiality, Equal Opportunities
5. To comply with Departmental and Service protocols and procedures

PERSON SPECIFICATION

	Essential	Desirable
Education, Training and Qualifications CPD Requirements	<p>GCSE Maths & English</p> <p>Short courses or in house training in Musculoskeletal / exercises rehab</p> <p>NVQ Level 3 in Health Care related subject/ diploma or equivalent qualification.</p> <p>Evidence of attendance at mandatory training and familiarity with principles of safe handling, infection control and risk assessment</p>	Breast care IST
Experience & Knowledge	<p>NHS experience in a band 3 therapy assistant role</p> <p>Experience working within therapies.</p> <p>Experience providing advice and exercises.</p> <p>Knowledge of MSK conditions</p>	<p>Experience / knowledge of breast surgery/protocols</p> <p>Medical terminology knowledge</p>

	<p>Knowledge of rehab terminology</p> <p>Knowledge of how an acute hospital runs outpatient services and awareness of the roles of the multi-disciplinary team.</p> <p>Understanding of rehabilitation and the role of physiotherapists</p> <p>Familiar with the community rehabilitation services and equipment available.</p> <p>knowledge of physiotherapy mobility equipment and indications for safe use</p> <p>Experience of Manual Handling with adults.</p> <p>Experience of working in a team</p> <p>Experience of supervision of others</p>	
Skills and Ability	<p>Understands responsibility for equipment.</p> <p>Organised approach to handling paperwork</p> <p>Understanding of Confidentiality.</p> <p>Able to use initiative and prioritise work.</p> <p>Able to motivate self and others.</p> <p>Physically able to participate in treatment sessions.</p> <p>IT knowledge and skills and the ability and willingness to learn more as the service dictates.</p> <p>Able to learn and apply knowledge.</p> <p>Able to form patient relationship in order to achieve common goals.</p> <p>Understand the legal responsibilities of Physiotherapy professions.</p> <p>Able to recognise limitations and report back to the qualified therapist appropriately.</p> <p>Evidence of dealing with situations under pressure and good prioritisation/ time management</p> <p>Ability to comprehend and work within the Trust's policies of data protection, equal opportunities and</p>	

	<p>health and safety and meet the differing needs of the patients.</p> <p>Able to work as a team member but also able self-motivate and work alone for periods of time.</p> <p>To be flexible and adaptable to changing situations to respond to Trust pressures.</p>	
Communications and interpersonal skills	<p>Willing to take active role in MDT</p> <p>Able to communicate effectively in all forms.</p> <p>Able to complete electronics notes.</p> <p>Communicates condition related information to patients in order to progress rehabilitation and treatment programmes - includes patients who are depressed, deaf, blind, have multiple health problems or who may be unable to accept the diagnosis.</p> <p>Able to communicate using tact, empathy, reassurance and motivation skills to aid best patient outcome.</p> <p>Communication skills to gain informed consent including for patient centre care.</p>	
Values and Behaviours	Adherence to Trust values	
Other requirements	Willingness to be flexible in working hours	

Job description

Communication and relationship skills (include internal/external contacts)

To use a range of verbal and non-verbal communication tools to effectively communicate condition-related information to patients in order to progress rehabilitation and treatment programmes. This will include patients who may have difficulties in understanding or communicating. For example, patients who may have learning disabilities or difficulties, be depressed, have hearing or visual impairments, have mental health conditions or be unable to accept their diagnosis.

To communicate clinical condition related information, treatment options, pros & cons and safety warning for treatments to patients, relatives/carers and other members of the multi-disciplinary team, using both verbal and written formats.

To liaise with other members of the multi-disciplinary team to organise appointments for groups and breast pre op and 1:1 appointments and handle queries / problems and determine when to refer on.

Dealing with patient telephone/voicemail requests coming to treatment room, supporting rearrangement of appointments

Knowledge, training and experience

NVQ 3 in relevant health care course

NHS experience in a band 3 therapy assistant role

Experience working within MSK therapies and exercise rehabilitation

Experience providing advice and exercises

Knowledge of MSK conditions

Experience / knowledge of breast surgery and pre & post of Physiotherapy management or willing to learn

Knowledge of how outpatient services and awareness of the roles of the multi-disciplinary team.

Understanding of rehabilitation and the role of physiotherapists

Familiar with the community rehabilitation services and equipment available.

Knowledge of physiotherapy mobility equipment and indications for safe use

Experience of Manual Handling with adults.

Experience of working in a team

Experience of supervision of others

Analytical and judgemental skills

To interpret and analyse non-complex clinical and non-clinical facts to provide appropriate treatment options, exercises and determine when and how to progress rehabilitation.

To act as the first point of contact, if necessary, via telephone, voicemail or email, for patients who may require support and advice regarding potentially serious or new problems, then providing relevant information to the physiotherapist.

Recognise signs of complications post op eg DVT/ infection

Skills to recognise an unwell patient and when to seek advice.

Carry out risk assessment regarding manual handling and treatment delivery.

Planning and organisational skills

Prioritises and plans own caseload. Determine when to rebook patients. Organises clinics supporting Physiotherapists. Planning for groups

Physical skills

Demonstrate dexterity, co-ordination and sensory skills in undertaking the manual treatment of patient. Performs manual handling with patients.

Responsibilities for patient / client care

To work alone implementing treatment programmes within outpatients following clinical protocols or treatment plans.

To provide protocol lead pre op breast surgery advice, education and exercises and determine when to seek advice from qualified colleague.

Run group rehab sessions independently following agreed departmental protocols, correcting and progressing exercises, providing routine clinical advice regarding exercise, pacing and activity.

To assess non-complex patients, including TKR & THR pre & post operatively and walking aid referrals.

Implement physiotherapy treatment and care as per treatment plan but be able to make adjustments by carrying out individual assessment on a daily basis and report back to physiotherapist as appropriate on progress. Progress patient within agreed treatment plan or protocol.

Assess indications for and provide appropriate clinical advice, education and exercise programmes, progressing these as appropriate.

To administer mobility aid and ensure stock re-ordered to peripheral stock.

Responsibilities for policy and service development

Follows Trust & departmental policies, procedures and clinical protocols. Contributes to service changes and changes to patient information.

Responsibilities for financial and physical resources

To be responsible for ensuring adequate stock levels of equipment required by physiotherapy team, and to process orders via Therapies Service Manager

Responsibilities for human resources

Provide supervision to junior assistants, provide advice and training to juniors and students on placement.

Responsibilities for information resources

To maintain accurate, comprehensive and up-to-date documentation, in line with legal and departmental requirements.

To be actively involved in the collection of appropriate data and statistics for the use of the department.

To complete computer-based notes and data input in line with HCPC, CSP & UHDB Trust standards

Collate and Compile service related data and input into excel spreadsheet

Support physiotherapists with complex diary edits as necessary, for day changes, leave and adding group sessions, to support patient care and smooth running of clinics.

Keeping and entering data from all rheumatology new patient referrals, onto excel database and work with B7 to interpret data.

Responsibilities for research and development

To be actively involved in the collection of appropriate data and statistics for the use of the department.

Assist Physiotherapists with clinical audit.

Freedom to Act

Prioritises own patient list and determine approach follow up appointments. Discharge when appropriate if goals met and liaise with Physiotherapist as required.

Follows clinical protocol and guidelines.

Work is regularly unsupervised but has regular clinical supervision with senior and seeks advice and guidance as required.

Physical effort

Frequent moderate physical effort to push wheelchairs, assisting patients with dressing / undressing, lifting patients' limbs, move treatment equipment/ couches, weights.
Frequent moderate effort to carryout manual Physiotherapy techniques
Required to demonstrate exercises.

Mental effort

Frequent requirement for concentration throughout the day assessing & treating patients in Physiotherapy.

Emotional effort

Regular exposure to patients with upsetting life changing diagnosis such as breast cancer

Working conditions

Occasional exposure to bodily fluids
Frequent exposure to outpatient environments.
Occasional exposure to verbal aggression / abuse form patients & visitors in Physiotherapy.
VDU use for documentation.

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".