

1. The Exemplary Health Authority/PCO

The Exemplary Health Authority/PCO will...

- a) Ensure that workforce planning at a strategic level includes general practice nursing and health care assistants
- b) Ensure that educational contracts with higher education institutions include the learning and development needs of general practice staff
- c) Ensure that the service specification in contracts for primary care providers include quality indicators for general practice nursing

2. The Exemplary General Practice

The Exemplary General Practice will...

- a) Ensure there is a robust recruitment and selection process for the employment of nurses and healthcare assistants which includes a job description, person specification and interview
- b) Provide a contract of employment within 2 months of the start date
- c) Have a robust system to check annually the NMC registration status for all employed nursing staff
- d) Ensure that there are clear lines of accountability for all nursing staff and healthcare assistants employed by the practice
- e) Have an appraisal policy in place and annual appraisals with a personal development plan within which there are clear goals and an action plan
- f) Have a study leave policy for all nurses and healthcare assistants employed by the practice
- g) Ensure that there is an induction programme which is implemented within the first two weeks of employment with an identified individual responsible for ensuring it occurs and meets objectives
- h) Ensure nurses complete annual mandatory training such as anaphylaxis, life support, infection control, safeguarding children and vulnerable adults
- i) Ensure that nurses and healthcare assistants employed by the practice receive appropriate training for any new role which is assessed by a competent assessor including management roles

- j) Ensure that there are up-to-date evidence-based protocols which are regularly updated to support nurses and healthcare assistants in their daily duties
- k) Evaluate patient experience with nursing care

3. The Professional Nurse Will

The professional nurse will...

- a) Ensure that they have the required clinical competencies to perform their role
- b) Maintain a 'competence file' which provides an account of what they can and cannot do
- c) Ensure they receive appropriate training for any new role and that it has been competently assessed
- d) Carry out regular audits of their work
- e) Engage in significant event reviews
- f) Where appropriate, complete a General Practice Foundation practice nurse course within one year of commencement of employment
- g) Ensure that they are up-to-date in all areas of the clinical role in which they participate