First Contact Physiotherapist

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| Job title: | First Contact Physiotherapist |
| Department: | NHS MSK |
| Location: | Remote |
| Reporting to:  (job title only) | NHS MSK Clinical Lead/Senior Team Lead |
| Direct reports:  (job title only) | n/a |
| Accountable to:  (where applicable) | NHS MSK Service Lead / Senior Team Lead |
| Job purpose: | * As a remote First Contact Physiotherapist you will provide expert assessment and diagnosis of undifferentiated MSK presentations. * You will carry out virtual triage of e-consultations as well as providing remote telephone/video appointments for service users. * You will liaise with key stakeholders in primary and community care, including GP’s and local Physiotherapists to arrange face to face appointments as required. * You will be able to provide expert advice on management of common MSK conditions and promote self-management of such conditions, utilising available signposting resources and integrating as part of the wider local pathway. |
| Role and Responsibilities: | * Deliver high level patient care that respects the wishes and dignity of the patient. * Carry out virtual triage assessments of patients that reflects NICE guidance and established referral pathways locally. * Use outcome measures to demonstrate treatment effect. * Provide expert, evidence-based assessment and treatment of adults with MSK pain * Arrange radiology and blood Investigations that reflects NICE, Irefer and Vita Health best practice standards. * Engage patients with health coaching, making shared decisions, and where appropriate Making Every Contact Count. * Maintain records in line with CSP and VHG standards. * Communicate effectively with GPs, patients, and hospital consultants regarding patient care. * Follow procedures and ensure data is logged on the clinical systems to VHG expected standards. * Liaise with colleagues including, clinicians, administrators, governance team members, and service leads as well as external stakeholders in local trusts, community services, and GP practices. * Keep up to date with evidence-based practice/guidelines. * Contribute to audit and service development. * Maintain evidence of continual professional development. * Other duties may be required from time to time.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) | * Partake in audits of the service with aims to improve outcomes for service users. |
| Training and supervision: | * You will have a named supervisor to guide you through completion of the HEE roadmap to practice. * Regular internal training provided by APP’s and colleagues. * Access to external training relevant to the role. |
| Additional information: | * Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A degree in physiotherapy is essential along with HCPC and CSP membership. | * MSc Advanced practice Physiotherapy. |
| **Experience** | * Minimum 2 years post-graduate experience * Previous experience working as a senior physiotherapist in an NHS MSK service. * Previous experience assessing and treating adults with axial and peripheral MSK complaints. * Experience of corresponding with GPs and secondary care regarding patient care. * Possess an understanding of Radiology and blood Investigations for MSK pain | * Previous experience working in a MCATs service delivering MSK FCP/APP clinics. * Experience with Virtual triage. * MDT working including making direct referrals to secondary care services. |
| **Skills/knowledge** | * IT literate – intermediate level minimum | * Experience with Quality Assurance and Quality Improvement processes |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Excellent verbal and written communication skills including shared decision making. * High level of enthusiasm and motivation. * Ability to work individually or within a team and foster good working relationships. * Ability to work under pressure. * Excellent time management skills. |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | DRAFT |
| Date Published: | 24/02/2021 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 24/02/2021 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 09.12.21 | EDI wording included in roles and responsibilities and removed from person spec |
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