

Case Study

Rapid Access Chest Pain Clinic at St Mary's, Paddington

The cardiac nurse practitioners in the Rapid Access Chest Pain Clinic at St Mary's used the competence framework to demonstrate the wide range of services offered by their team and to clarify the job descriptions of team members. Training and development needs were identified, both for the development of existing staff and for the more effective induction of new recruits.

The situation

In 2000, funding was obtained for one cardiac nurse practitioner to set up and manage a rapid access chest pain clinic (RACPC). Since that time the number of patients seen by the RACPC has quadrupled from approximately 300 to 1,200 per annum.

This expansion has required both an increase in the number of staff (from one to three cardiac nurse practitioners, plus one administrator) and an expansion in the role and responsibilities of the cardiac nurse practitioners delivering the service. The service offered by the RACPC is now wide ranging, including provision of a cardiac service within A&E, a hospital-wide cardiac response service, pre- and post-angioplasty clinics and an education/support role within the trust and the wider community.

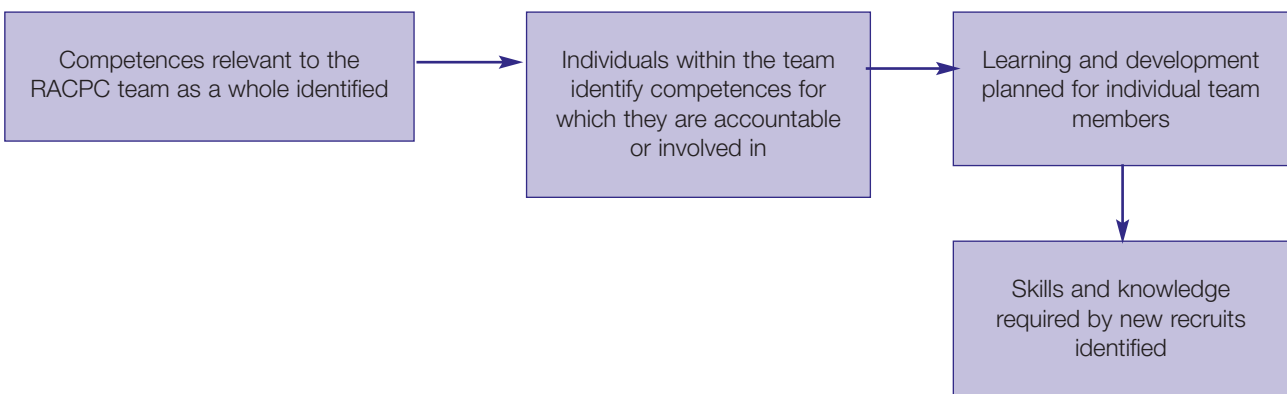
The aim

Due to the rapid expansion of the RACPC, the original job description for the cardiac nurse practitioner was no longer adequate. It was decided to use the CHD Competence Framework to review and up-date the job description and to clearly specify the services now offered by the RACPC.

The action

Using the Functional Map from the CHD Competence Framework, titles of competences that appeared relevant to the RACPC were selected. These selected competences were then printed out in full and reviewed to confirm which were relevant to the RACPC and to eliminate those that were not.

In carrying out this process, it soon became apparent that, due to the wide range of services



offered by the RACPC, the functions carried out by the three cardiac nurse practitioners varied. Although many of the functions were shared across the team, each nurse also had particular areas of specialism. Therefore, it was decided to start by focusing on the competences relevant to the team as a whole and later to identify who was accountable for, or involved in, each of the activities. The template for the team profile was therefore used to develop the team profile.

The results

Clearer and more detailed job descriptions were developed for the individual cardiac nurse practitioners within the team.

The 'patient pathway' provided on the piloting CD was used to illustrate the team's involvement in various aspects of service delivery. Together with the detail provided within the competences, this helped to demonstrate the wide ranging service being delivered by the team.

The team profile helped to clarify the existing competences within the team and to identify any training needs for individuals to develop within the team.

It also became apparent that due to the breadth of the service offered, new recruits to the team were unlikely already to have all the relevant skills and knowledge.

The future

The competences will continue to be used for the development and review of job descriptions and to clarify the skills and learning needs within the team.

In particular, the competence framework will be used in recruitment and selection, both to clarify the skills and knowledge required of applicants and to plan targeted induction training for new members of the team.

Contact details

For further information on this case study, please contact:

Celine Adams, cardiac nurse practitioner at celine.adams@st-marys.nhs.uk