NHS 111 – Clinical Advisers Role Description

Clinical Advisors are either Registered General Nurses – Adult or State Registered Paramedics. We carry out an in depth interview with each candidate – the format of which was developed in Bristol and is now used across all the Care UK 111 Call Centres. The process after successful short listing is –

- 30 minute assessment paper covering general principles of anatomy and physiology and also disease process and presentation.
- Formal 20 minute interview
- 3 telephone based scenarios where we look for a high standard of clinical knowledge and the ability to illicit information by good questioning skills. We also look at the appropriateness of the end point the candidate chooses – be it 999, GP, ED, Pharmacy of Home Management.

Each is put through an in-house NHS England approved Pathways course. The course is as follows –

- 2 weeks Pathways Module 1 which trains them in the use of the system and to pass this course they have to pass 2 written assessments and 3 consecutive call audits (these are conducted by a trainer to test their use and understanding of the system). For the written and practical assessments each member of staff is allowed 1 resist of them
- 1 week of training on the system in which NHS Pathways sits. This is called Adastra and holds the Demographic information of the patient. This also covers the use of the Directory of Services – the part of the system which presents the options for referral.
- During this 3rd week Local and Standard Operating Procedures are also covered.
- Week 4 is about transitioning these staff to taking calls themselves and involves a period of shadowing (observing a Health Advisor who is a trained coach) and then beginning to take calls themselves under supervision.

Before the Clinical Advisor is allowed to work alone as a Health Advisor they have to pass 5 consecutive call audits but these are not undertaken until the coach is satisfied they are competent. Each Clinical Advisor takes calls as a Health Advisor before progressing to the next part of their training as this gives them an understanding of their role and also builds good relationships.

The Clinical Advisor has a further two weeks of training as follows –

- 4 day Clinical Module training course led by a Clinical Trainer – this does not cover any clinical skills as they come to us with these already, but focuses on how to use the triage tool Pathways as a Clinician.
- 1 day introducing the Clinical Advisors to the web based information systems they have at their disposal and also how to use the Poisons Information Service – Toxbase.
- Week 4 is about transitioning these staff to taking calls themselves and involves a period of shadowing (observing a Clinical Advisor who is a trained coach) and then beginning to take calls themselves under supervision.

Before the Clinical Advisor is allowed to work alone they have to pass 5 consecutive call audits but these are not undertaken until the coach is satisfied they are competent.
Pay rates are as follow -

Training rate – until they have completed Module 2 - £16.20 per hour

After Module 2 Day rate 0700-2300hrs - £18.04 per hour

After Module 2 Night rate 2300-0700hrs - £21.50 per hour