Urgent Primary Care (OOH) Clinical Workforce Framework

Urgent Care Practitioner / Minor Illness Practitioner Level 5
- Carries out telephone consultations and triage in a sensitive manner, providing advice and information in line with policies, procedures and guidelines, whilst utilising professional judgement and referring to other agencies where appropriate.
- With additional training and competency, an UCP (5) can undertake F2F consultations in a PCC for minor illnesses.

Degree level
- Degree level
- Post Graduate Minor illness module needed for F2F role
- Professional registration with NMC and/or HCPC
- Completion of core competencies (role specific)

Urgent Care Practitioner Level 6
- Carries out F2F consultations in a PCC for patients with undifferentiated or undiagnosed conditions. Clinical assessment of patients, diagnosing and treating as appropriate. Prescribing independently or dispensing medications under PGD. Referring patients to secondary care or other services as needed.

- Master's level education, or equivalent experience
- Professional registration with NMC, GPNC or HCPC
- Advanced Clinical Practice
- Independent prescriber
- Completion of core competencies (role specific)
- Coaching
- Mentoring

Urgent Care Practitioner Level 7
- Carries out F2F and remote consultations of increasing complexity, dependent on competence. Prescribing medication independently.
- In line with advanced practice models, undertakes additional roles in relation to education, service improvement and management/leadership.

- Registered practitioner (NMC, GPNC or HCPC)
- Masters level education, or equivalent experience
- Leadership training
- Expert clinical practice
- Independent prescriber
- Evidence of working with the Advance practice framework for Wales

Urgent Care Practitioner Level 8
- Provides clinical leadership for a multi-disciplinary team delivering urgent primary care out of hours.
- Responsibilities include performing telephone triage for patients who have been referred onto the service, along with face-to-face treatment with the flexibility to choose whether this done within a Primary Care Centre as a base shift, or at the patient's own home as part of a home visiting shift.
- Provides clinical leadership and support for the Multi-disciplinary team.

- Full GMC registration and licence to practice
- PMUTB or JCP & GP certificate
- MRCGP or equivalent
- Registered with Welsh Medical Performers List

OR

Senior Urgent Care Practitioner Level 8
- Monitors and manages patient flow across a region. They are a clinical leader and source of support for clinicians working within the 111/UPC network.
- Able to work at GP/UCP (8) level clinically.
- Has the competence to assess, diagnose and treat remotely where appropriate.

- Registered GP or Registered practitioner (NMC, GPNC or HCPC)
- Masters level education, or equivalent experience
- Expert Clinical practice
- Leadership training

GP
- Full GMC registration and licence to practice
- PMUTB or JCP & GP certificate
- MRCGP or equivalent
- Expert Clinical practice
- Leadership training

Clinical Director
- Works at a strategic level to promote and improve Urgent Primary Care (UPC) Services.
- Assumes overall responsibility for the clinical and non-clinical teams within their Region/Health Board.
- Able to work clinically at the level of the Expert Generalist/Flight Controller.

- Registered GP or Registered practitioner (NMC, GPNC or HCPC)
- Masters level education, or equivalent experience
- Expert Clinical practice
- Expert Leadership skills

Note: Nurses/Allied Health Professionals may enter the career pathway at any point based on qualification and experience.