



## **Guidance and Expert Support Service (GEPs)**

### **INTRODUCTION**

Nurses moving to new practice areas must keep their knowledge and skills up to date, taking part in appropriate and regular learning and professional development activities that aim to maintain and develop competence and improve performance to ensure public safety (NMC, 2015).

In recent years' the British Association of Cosmetic Nurses (BACN) has seen an increase in membership with new members seeking clinical and practical support to develop their skills in the aesthetic field. In response, a working party has been established to develop two services; the *Guidance and Expert Support Service (GEPs)* and the *Mentorship Programme*.

Both services will offer support to new and existing members who wish to develop their competence and confidence working autonomously in aesthetic practice. It will be the decision of the Learner to self-assess against the BACN and/or HEE competencies and decide which service is most appropriate to meet current learning needs. Both services are offered following accredited basic foundation training in aesthetic procedures i.e. Botulinum Toxin and Dermal Fillers. These guidelines relate to the GEPs service only. (*See Mentorship Policy for further information on Mentorship*).

### **GUIDANCE & EXPERT SUPPORT**

GEPs is a "Shadowing Service" and offers practitioners new to the aesthetic industry opportunities to work alongside and observe experienced aesthetic nurses in clinical practice. Learners undertaking the GEPs service will only observe the clinical practice of others and the treatment techniques and products used planned for clinic that day. Learners will not carry out any treatments themselves, nor can they request demonstrations for specific treatment techniques, however, there will be an opportunity to ask questions in relation to theoretical and clinical practice at the end of the day. If this service does not meet individual learning needs, then one may need to consider the Mentorship Programme.

#### ***Learners can expect to observe:***

- Experience working in a real aesthetic clinical environment
- Observations of real medical consultation and the consent process
- Observations and discussions associated with prescribing issues



- Observations of the treatment planning process
- Observations of product choice and placement for indicative treatments.
- Observations of treatment techniques (planned for the day)
- Observations of clinic record keeping
- Advise on managing aesthetic complications, available protocols and networking forums
- Advice and guidance on product manufacturers and pharmacies
- Debrief interview and an opportunity to ask questions at the end of the session (30mins)

### **CRITERIA FOR SERVICE PROVIDER (GEPSS)**

The following criteria must be met to register on the GEPS service register

- Registered Nurse (NMC Registration)
- Independent Nurse Prescriber
- BACN Full Member
- Knowledge and Understanding of BACN competencies and peer or self-assessed against the BACN competencies as a *Proficient* or *Expert* aesthetic practitioner
- Ability to manage emergency complications, with knowledge and understanding of evidence based protocols for both clinical and aesthetic complications.
- Registration and Membership with ACE (Aesthetic Complications Expert Group)
- Five years full-time or equivalent part time experience in Aesthetics practice.
- Permanent Clinic Base
- Full Cosmetic Public Liability Insurance to cover service.
- Awareness and Understanding of the ethical, professional and legal issues relevant to aesthetic practice.

### **BACN RESPONSIBILITIES:**

- Maintaining GEPSs Register, ensuring that all Service Providers meet the agreed criteria and the register is kept up to date, making amendments to add or remove names of registrants as necessary
- Provide a named person within the BACN to oversee the programme and deal with any developing issues.
- All financial issues associated with the GEPSs programme e.g. taking payments for service fees and paying service provider invoices
- Advertise and market the GEPSs service to its members



- Identify and Introduce Service Providers local for Learners and provide contact details to both parties.
- Have in place a process for Compliance and Effectiveness quality assurance
- Soliciting and reviewing feedback and managing complaints in the interests of continuous improvement.
- Annual review the policy and/or in light of changing standards and/or legislation

### **LEARNER RESPONSIBILITIES:**

- Learners will complete, sign and adhere to the GEPPs policy and agreement contract
- The Learner will contact their service provider/clinic prior to commencement, introduce themselves and finalise details of the GEPPs placement.
- Learners are advised to self-assess against BACN/HEE competency standards to identify competencies and learning needs going forward.
- Learners will keep a portfolio and record of observations/learning activities to build towards BACN competencies and L7 certificate in cosmetic procedures.
- Complete a feedback form and submit a copy to BACN

### **SERVICE PROVIDER RESPONSIBILITIES:**

- Providing and completion of the GEPPs learning contract.
- Provide an orientation and induction to the clinic practice
- Provide a safe and clinical environment for observations/treatments
- Provide appropriate information to patients re: learners presence and obtaining consent for learner observations
- Ensuring the patients dignity and comfort is respected at all times
- Keep a portfolio and record of activities for triennial reviews
- Provide 30 minutes at the end of the session for a debrief interview to discuss any issues arising and offer advice on BACN and HEE competencies going forward.
- Complete and sign any additional paper work associated with GEPP service.
- Ensuring feedback forms are completed and submitted to BACN for service evaluation.

All parties must adhere to, and practice within relevant legal, ethical and professional frameworks and codes of practice., in particular adherence must be given to NMC Code of Practice, relevant NMC standards and BACN code of practice. An understanding of all



professional and legal frameworks is essential for service providers to deliver competent, professional and safe care to patients. Rather than provide a comprehensive and detailed description of core responsibilities, readers are advised to consult the reference and reading list cited at the end of this document.

## **CLINICAL ENVIRONMENT**

The service provider has the ultimate responsibility for the maintenance of their clinical learning environment, ensuring the environment meets local and national ethical, professional and legal guidelines and is fit for purpose.

## **CONFIDENTIALITY**

Both parties will keep in strict confidence the full content of the GEPs and of their observational experience. As a nurse, you owe a duty of confidentiality to all those who are receiving care. This includes making sure that they are informed about their care and that information about them is shared appropriately. (NMC, 2015).

## **TERM**

The GEPs sessions are for a duration of 6 hours, following the “Shadowing Experience” the Service Provider shall not at any time be obliged to continue to provide any guidance or advise to the Learner outside of the “Shadowing Experience”. Additional advice and support can be accessed via the BACN webpage, facebook forum and regional networking meeting

## **COST/FINANCIAL ISSUES**

The cost of this service is £450.00. Both parties will be accountable for their own personal expenses associated with any other costs outside the GEPs service, this includes personal expenses and travel to and from the clinical placement. Payment for the service must be made by the Learner to the BACN, no later than one week prior to GEPs start date. Service Providers will invoice the BACN for financial reimbursement for services no later than two weeks following of the completion of the GEPs

## **CLINICAL SUPERVISION**

The BACN views clinical supervision as a critical element in the provision of safe, high quality and accountable practice. Regional meetings should be used as a source for individual and group supervision and development. This policy should be implemented in collaboration with NMC standards and the BACN code of practice.



## **COMPLAINTS**

Should either party feel that the relationship is such that the achievement of identified learning outcomes is jeopardized for any reason, they should seek the advice from their BACN Regional Leader and/or the CEO/Board at the earliest opportunity. Support and guidance should be sought at the earliest opportunity.

## **LIABILITY**

The Learner must not at any time feel obliged to act on any information, advice or guidance observed or given by the service provider, however if the Learner does so, it will be at their own risk. The Learner hereby unconditionally and irrevocably waives any rights of action it may have as against the service provider in relation to any such information, advice or guidance.

Neither the BACN nor the service provider will be liable to the Learner or to any third party for any loss, damage, costs or liabilities suffered as a result of this agreement, both parties agree that this is a voluntary venture. The BACN is not liable for the actions provided by the service provider nor for any acts or omissions.

## **OTHER ISSUES**

There is no mandatory contract in place for service provider participation in the GEPS service, and such, if they so wish, can leave the register at any time, submitting their resignation in writing to the BACN.

## **FURTHER ADVICE & INFORMATION**

Further advice and information on any aspect of this policy can be obtained by contacting the BACN Head office on

### **References/Further Reading**

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A useful question and answer page may be accessed at <http://standards.nmc-uk.org/Documents/nmcSPNEfaqs.pdf>