

Title: Healthcare Assistant

Responsible To: Clinical Team Manager

Job Summary:

Working under the direct supervision of the GP Practice Nurses and strictly in accordance with specific practice guidelines and protocols. The Healthcare Assistant will assist medical personnel with the care of practice patients to include treatment, preventative care, screening and patient education. The post will also include some administrative duties. The Healthcare Assistant will also act as a focal point of communication between patients, doctors, nurses and other members of the General Practice team.

Duties and Responsibilities of the post:

Main Duties:

- New Registration health checks and assist in Health Promotion, e.g., smoking cessation / health checks
- To perform ECGs as required
- To undertake baseline observations - BP / Pulse / Temperature and oxygen saturation as required on templates
- To perform venepuncture for patients and phlebotomy clinics
- To test urine specimens using appropriate equipment and record as required
- To ensure that specimens brought in by patients, or taken by doctors or nurses, are ready for collection by pathology service
- Height / Weight / BMI monitoring
- Routine and 24-hour BP monitoring
- To be able to undertake basic wound care / dressings and to refer patients to trained nursing colleagues where necessary for review
- Cholesterol paperwork in accordance with surgery protocol / guidelines
- Chaperoning duties
- To assist in seasonal and special projects as required e.g., flu and pneumonia campaigns
- B12 / Flu / Pneumonia / Shingles injections – this list is not exhaustive, working to PSD and under the instruction of trained nursing colleagues
- Assist with minor operations
- Assisting in the assessment, surveillance, promotion and collection of data of patients' health and well-being
- To assist stock lead for surgery in ensuring consulting rooms maintain stocks of equipment / supplies
- To ensure clinical areas, couches, fridges and work environments are kept clean
- Regular cleaning of medical equipment
- Following training to perform other clinical tasks to meet the needs of the Practice
- To provide support to the Clinical Team to allow them to function effectively

- Be empowered to refuse to see patients if an exceptional situation arises where patients attend for an HCA appointment and there is not a registered clinician on site for clinical supervision
- Engage in both national and surgery screening programmes
- Work with Long Term Condition Nurses to monitor, educate and provide ongoing assessments

Confidentiality:

As per both Government legislation and Practice Policies ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to, reporting any infringements to the Operations Office immediately.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety policy.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers, and colleagues, by carrying out his / her responsibilities with regards to the Practice's Equal Opportunities Policy.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment.

Quality:

The post-holder will strive to maintain quality within the Practice.

Communication / Information:

The post-holder should recognise the importance of effective communication within the practice and management team.

Any other delegated duties considered appropriate to the post.

This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties. Suggestions and discussions are welcome.

Policies and Procedures - the duties and responsibilities of the post will be undertaken in accordance with the policies, procedures, and practices of the Practice, which may be amended from time to time.

The business operates between the hours of 0700 – 2100 hours Monday to Friday (0800 – 1700 Saturday), with possible requirement for some future evening and weekend working as the business develops.

Person Specification:

Criteria	Essential	Desirable
Knowledge	Evidence of ongoing personal and practice development	Understanding of local and national policies for General Practice, including QOF
	Safeguarding	
Skills	Computer literate	
	Excellent communication and interpersonal skills, both face to face and on the telephone	
	Ability to work under pressure	
	Ability to work autonomously and as part of a wider team	
	An understanding and acceptance of one's capabilities and awareness of own limitations	
	Ability to liaise with people at all levels	
Experience	Taking observations	General Practice experience
	Phlebotomy	Experience working in a busy team
		Previous experience with SystmOne
		ECGs
		Health checks, giving lifestyle advice
		Experience completing LTC reviews
		Compression & Suture Removal
		Wound Care
		Spirometry
Qualifications	GCSE grade A to C in English and Mathematics	NVQ level 3, working towards or equivalent in a health care related subject