**The Family Practice at Western College**

**Job Description**

Post: Health Care Assistant (including Phlebotomist)

Qualifications: No statutory nursing qualification but NVQ level 2 preferred. Opportunity to be educated to NVQ level 3

Accountable to: The Partners of The Family Practice, Western College

Responsible to: The Nurse Manager and Practice Manager

Job Summary:

Under the supervision of a Registered Nurse and within the professional competence of the post holder, the Health Care Assistant will work alongside other clinical staff and provide services to patients registered with the Practice. Assist in the smooth running of the treatment room, coil clinics and undertake allocated tasks, working within set protocols.

Clinical Responsibilities:

To work alongside the clinicians in the provision of patient care, under supervision at all times, and in accordance with Practice protocols and procedures. Having received appropriate training and their competency verified, the post holder will undertake the following tasks referring to the treatment room Nurses, Nurse Manager and GP’s as necessary.

* Carrying out venepuncture as per tests requested by a GP or Nurse as written in the patients notes processing the samples using the ICE system
* Recording routine and emergency ECG’s as requested by a GP
* Measurements of height, weight, blood pressure, temperature, pulse, blood sugar, oxygen saturations, recording the results in the Patients notes and being aware of normal ranges and when to alert a GP or Nurse of unusual results
* Carrying out NHS Health checks using the appropriate template, raising any concerns of results that are found
* Carrying out annual mental health reviews using the appropriate template liaising with GP/Nurse if there are any concerns
* Carrying out dementia screening using GPCOG as requested by GP
* Explaining and attaching 24hr blood pressure machines as requested by a GP/Nurse
* Carrying out smoking cessation as per training
* Giving adult flu injections as per ‘patient specific direction’ written by a GP and as per Practice Protocol
* Seeing patients for wound dressings and taking out sutures as per Practice Protocol
* Prepare and assist with the monthly coil clinic
* Prepare and assist with minor ops carried out by a GP
* Order, rotate and manage stock levels
* Process CSSD equipment
* Act as a chaperone for GP/Nurse when needed
* Assist clinicians in emergency management of patients as and when instructed
* Appreciate the principles of healthy living
* Provide relevant health promotion literature to patient
* Enable patients to access appropriate professionals in the practice team
* Maintain clinical equipment efficiently and ensure that servicing is undertaken when required
* Be aware of and follow the infection control policy
* Work effectively as part of a team
* Interact with patients and colleagues in a professional manner
* Maintain set standards of organisation in the treatment room and Practice in general
* Take appropriate action if standards are not being met

Confidentiality:

In the performance of the duties outlined in this job description, the post holder may have access to confidential information relating to patients, carers, Practice staff and other health care workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source should be regarded as strictly confidential. Information relating to patients, carers, colleagues, and other health care workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health and Safety:

The post holder will assist in promoting and maintaining their own and others health, safety, and security as defined in the Practice health and safety policy to include:

* Using personal security systems both with the workplace and according to Practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Using appropriate infection control systems, maintaining work areas in a tidy and safe way free of hazards
* Reporting any risks identified to the Nurse Manager or Practice Manager

Equality and diversity

The post holder will support equality, diversity and rights of patients, carers and colleague to include:

Recognising the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures, policies and current legislation. Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.

Personal and Professional Development:

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

Mandatory training for basic life support, anaphylaxis management, infection control updates, data protection training and child protection training.

Participate in annual individual performance review to include being responsible for maintaining a record of own personal and professional development.

Be prepared and acknowledge and report any requests to undertake work for which the post holder does not feel competent.

Communication:

The post holder should recognise the importance of effective communication within the team and strive to:

Communicate effectively with other team members.

Communicate effectively with patients and carers.

Recognise patient needs for alternative methods of communication and respond accordingly.

Other Requirements:

Be prepared to work flexible hours and in certain circumstances work overtime to provide treatment room cover.

Holders of this post cannot interpret results and must work to protocols.