

## **Health Care Assistant /Phlebotomist** **Hanham Health & Oldland Surgeries**

### **Job summary**

Hanham Health is looking forward to welcoming a Health Care assistant/Phlebotomist to our clinical team to assist the GPs and practice nurse team in the service and delivery of the care management of the practice population

### **About us**

We are a friendly, patient focussed and progressive General Practice that helps to provide care for over 22,000 patients. We have a supportive clinical team consisting of doctors; chronic disease nurses; treatment room nurses; pharmacists; nurse practitioners / paramedics, a physio and mental health nurse that deliver care over the two sites.

We strive to provide excellent care to our patients and are supported by a well-established and highly professional teams. We are high QoF achievers; continually striving to improve our service. We are a training practice for GPs, Nurses and HCAs and work hard to ensure that our clinicians can take full advantage of training and development pathways. We value the contribution that our clinical team provides, and, in turn, we offer excellent support and opportunities for personal development.

We would love to show you around. For more information or to arrange a visit, please contact [sue.gotts@nhs.net](mailto:sue.gotts@nhs.net)

<b>Responsible to:</b>	Lead Practice Nurse & Clinical Service Manager
<b>Hours of work:</b>	20 hours per week.
<b>Rate of Pay:</b>	Depending on experience (band 2/3 equivalent)
<b>Start date:</b>	1 <sup>st</sup> September 2024. (or as soon as possible thereafter)

### **SUMMARY OF MAIN DUTIES:**

Working under the indirect supervision of the Lead Practice Nurse and strictly in accordance with specific practice guidelines and protocols, the post-holder undertakes tasks and duties delegated by the nurse team leader or other suitably qualified clinical professional.

The surgery operates at two locations and this post is required to work at both, and on occasion to move between the two sites during the working day. In addition to this the practice has a number of patients who are housebound or live in care homes and the HCA may be required to visit these patients in the community to obtain blood samples or to take physiological measurements.

### **DUTIES & RESPONSIBILITIES:**

- Check patient identification against GP request and confirm details with the patient
- Provide Phlebotomy in accordance to training and procedures
- Take physiological measurements from patients including blood pressure, pulse rate and rhythm, temperature, height and weight (body mass index), visual acuity, urinalysis and ECG
- Administer B12 injections flu and pneumonia vaccinations under Patient Specific Directions
- Undertake new patient health checks, peak-flow measurement, spirometry, suture and clip removal, change dressings (including 4-layer bandages) and carry out other tasks for which you have received appropriate training
- Assist GPs undertaking minor surgery
- Prepare and maintain environments and equipment before, during and after patient interventions
- Clearing and restocking of consulting/treatment rooms, including timely order of stock items under your control
- Assist in raising awareness of health and well-being by participating in patient health promotion and screening initiatives
- Give accurate and appropriate information to patients within own competence
- Ensure that anomalies are reported to a senior member of the clinical team
- Notify the GP of any significant patient issues
- Ensure full and accurate recording in the patient's computerised records
- Carry out administrative tasks for example, but not limited to, call and recall activities and stock takes as directed by senior members of the practice team
- Undertake specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual

### **CONFIDENTIALITY**

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and

have the right to expect that staff will respect their privacy and act appropriately  
In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare 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 & 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, to include:

Responsible for the correct and safe management of the specimen's process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements  
Using personal security systems within the workplace 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 procedures, maintaining work areas in a tidy and safe way and free from hazards  
Reporting potential risks identified  
Understand and apply the principles of the cold chain  
Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility  
Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate  
Be aware of statutory child health procedures

### **EQUALITY & DIVERSITY**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:  
Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.

Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues  
Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **PERSONAL & PROFESSIONAL DEVELOPMENT**

- The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- To recognise and understand the roles and responsibilities of individuals working in the primary health care team.

### **QUALITY**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

### **COMMUNICATION**

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond

Accordingly

### **CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES**

The post-holder will:

- Apply practice policies, standards and guidance

- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

### **Person Profile**

#### **Academic/Vocational Qualifications / Essential Criteria**

Basic literacy and numeracy skills

NVQ level 3 in Health and Social care or equivalent qualification or experience preferred; Certificate of competence in phlebotomy or equivalent, proficient computer and keyboard skills, up to date Basic Life Support

#### **Knowledge & Skills**

Understands the role of the HCA and patient interactions

Knowledge of confidentiality and its application

Knowledge of EMIS or other clinical systems

#### **Experience**

Has customer care experience

Experience working under indirect supervision

Experience of working in general practice or a care environment

#### **Personal Qualities**

Good interpersonal skills to build and maintain effective relationships with patients and colleagues

Be able to work calmly under pressure in a busy working environment

Able to communicate clearly and precisely (oral and written), and where there may be barriers to understanding organised and methodical

Tact, diplomacy and empathy, especially when dealing with anxious patients

Flexible, reliable and responsive to change

Able to work in a team or alone as required

Willingness to undergo education/training for both practice and service needs

Willingness to work towards professional and performance objectives

#### **Physical Skills**

Manual dexterity and manipulation skills

Ability to handle simple medical equipment (e.g. ECG machine)

Ability to assist others with the delivery of care (e.g. minor surgery)

#### **Other Requirements**

Full driving licence and own transport essential for travelling between sites and for routine occasional home visits

Must either be Hepatitis B immune or be willing to undergo