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| **MICKLEOVER SURGERY**  **JOB DESCRIPTION** |

**JOB TITLE:** HCA

**LOCATION:** Mickleover Surgery

10 Cavendish Way

Mickleover

Derby

DE3 9BJ

**REPORTS TO:** GP Partners, Practice Nurses and Practice Manager

**HOURS:** 16 Hours per week

**SALARY**: From £12.25 per hour – depending on experience

1. **DESCRIPTION OF THE ROLE:**

To support the practice nurse in the delivery of nursing services, working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population. The healthcare assistant will deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education.

1. **KEY RESULTS AREAS:**

* Undertake new patient health checks
* Support the practice nurse with health promotion programmes
* Carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
* Facilitate routine and 24-hour BP monitoring, advising patients accordingly
* Undertake wound care, dressings and other clinical tasks as required
* Support the practice nurse with the management of chronic disease clinics
* Carry out BMI checks as directed
* Act as a chaperone as required
* Phlebotomy
* ECG
* Ensure specimens are recorded and ready for onward transportation
* Ensure all clinical rooms are adequately stocked and prepared for each session
* Ensure fridges are cleaned routinely in accordance with extant guidance
* Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice IPC policy
* Deliver opportunistic health promotion where appropriate
* In accordance with instruction, carry out any relative duties which may be requested by the doctors, practice nurses or practice manager and which may be properly deemed to form part of the role of the HCA in general practice.

1. **GENERAL RESPONSIBILITIES OF ALL PRACTICE STAFF:**

**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:

* 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.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.

**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 towards the individual, is non-judgemental and respects their circumstances, feelings, priorities and rights.

**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 the needs of patients.
* 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.

1. **KNOWLEDGE SKILLS & EXPERIENCE:**

* Healthcare qualification
* 12 months’ relevant experience working in a primary care environment in the last 2 years
* Experience of working in a healthcare setting
* Dressings
* Wound Care / Removal of sutures & staples
* New patient medicals including height, weight, BP, pulse
* Chaperone procedure
* Ability to record accurate clinical notes
* ECGs
* Phlebotomy
* Chronic disease review support – asthma, diabetes, COPD, heart and stroke
* Immunisations – flu, B12
* Excellent communication skills (written and oral)
* Competent in the use of patient record management SystmOne
* Effective time management
* Ability to follow clinical policy and procedure
* Ability to work as a team member and alone