



Farnham Road Medical Group

Job Title:	HEALTH CARE ASSISTANT
Responsible to:	Nurse Manager/Managing Partners
Hours	Full time / Part Time
Salary	Competitive Inclusion to the NHS pension scheme.
Location	The post holder will be based at Farnham Road Practice however, may be required to work at any site in Slough at any time.
Job Type	Permanent
Job Purpose:	To work as a member of the Primary Healthcare Team supporting clinicians and patients by carrying out clinical support tasks, infection control tasks, restocking and stock rotation.

CORE DUTIES AND AREAS OF RESPONSIBILITIES

Clinical responsibilities

To perform the following tasks safely & efficiently working within agreed protocols.

- Venepuncture
- Ear Syringing
- Removal of sutures & clips
- ECGs
- Urine testing
- Blood pressure measurement and monitoring
- Follow up dressings
- Arrange the lending of & teaching patients how to use home & 24hour blood pressure machines.
- Assist with setting up for minor surgery procedures including dermatology, IUD insertion and removal and implanon insertion and removal and minor ops.
- Teaching of inhaler technique.
- Assisting with annual diabetic reviews.
- Giving advice on health promotion including new patient health checks for patients with long term conditions.
- Act on yellow flag reminders where appropriate.
- Assisting with the recall of patients for review.
- Entering data e.g. childhood immunisations, influenza.
- Computerisation of letters & notes .
- Chaperone duties .
- Stock checks and reordering stock on a weekly basis.
- Record fridge temperatures and promptly report temperature variation from standard.

Putting Patients First

Drs Bulger Morris Ward O'Donnell Lama Allen Nanda Tawana Deoray Iyer Sritharan Jiwanji Tailor Stringer Gopinath
Stuart Pavelin Prabhjot Reen

Registered Address: 301 Farnham Road, Slough, Berkshire, SL2 1HD

- Check stock in all clinical rooms as agreed.
- Order replacement stock and restock clinical rooms by liaising with Admin team.
- Maintain accurate stock records, including liaison with Practice Nurse Team Leaders by completing logs of stock .
- Sterilise the ear syringe monthly using a Milton tablet & record in the log book.

Other responsibilities

- Recognise and work within own competence and in accordance with the national and local guidelines Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures.
- Awareness of and compliance with all relevant practice policies and guidelines
- Reporting on Significant Events
- Contributing to evaluation/audit and clinical standard setting within the organisation
- Contributing to the development of computer-based patient records on EMIS Web.
- Contributing to the summarising of patient records and SNOMED-coding patient data
- Participate in regular staff training sessions to ensure development of skills and knowledge; to assess own learning needs and undertake learning as appropriate.
- Participate in clinical, multi-disciplinary and whole team meetings.
- Observe and comply with all appropriate statutory requirements in relation to Child and Adult Safeguarding and to be familiar with the reporting process should this be required.
- Attending any Protected Learning Time sessions provided by either the CCG for the Practice or by the Practice itself
- Attending training where appropriate.

Quality

- Strive to maintain quality within the organisation
- 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.
- Be an ambassador for FRMG, displaying commitment and loyalty to the Group at all times and treating internal practice discussions as confidential

Please note: This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties, which may be requested from time-to-time.

**PERSON SPECIFICATION
HEALTH CARE ASSISTANT ROLE**

The post holder needs to be able to demonstrate the following core competencies to a high level and use these to the full in their work. We will look for evidence of all the essential competencies during the selection process.

Person Specification	Essential
Education and Qualification	<ul style="list-style-type: none"> • GCSE grade A to C in English & maths • Certificate of competence in phlebotomy
Knowledge and Experience	<ul style="list-style-type: none"> • Experience working in primary care (Minimum 1 year) • Aware of accountability of own role and other roles • Awareness of clinical governance • Knowledge of patient group directions and associated policy • Computer literate
Skills and Abilities	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills. • Ability to work alone and under pressure. • Highly motivated • Ability to work as part of a team • Excellent time-keeping
Attributes	<ul style="list-style-type: none"> • Presentable in personal appearance. • Approachability to staff and patients. • Good level of self-motivation. • Outwardly enthusiastic and confident. • Show a flexible approach to work

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Confidentiality requirements

Given the work environment where patient data is accessible by staff, the post-holder must observe strict confidentiality when accessing patient data. 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 practice policies on 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 & 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 and 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

This job description is intended to be part of an agreement for employment, however, it will be reviewed periodically, and the post holders will be invited to contribute to the review.
Last reviewed in July 2020.