

**THREE SHIRES MEDICAL PRACTICE**  
**Job Description – Healthcare Assistant (HCA)**

**MAIN PURPOSE OF THE POST:** To provide and maintain a high standard of health care for patients as well as providing nursing assistance to the GP/Nursing teams and other members of the Primary Health Care Team (PHCT)

**RESPONSIBLE TO:** Practice Nursing Team / Partner with Clinical Responsibility  
Practice Manager for Administrative purposes

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**SPECIAL REQUIREMENTS OF THE POST**

To be a self-starter, proactive and have a positive approach to work.  
To have excellent time management and communication skills.  
To be an excellent team player within both the Nursing Team and the wider healthcare team.  
To have an understanding, acceptance and adherence to the need for strict confidentiality and clinical governance.  
Be flexible to change times of working and increase hours when the demand arises, such as for holiday and/or sickness cover.

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**MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

**a) DUTIES SPECIFIC TO THE POST**

The HCA is part of a nursing team responsible for ensuring that the practice provides an optimum service of nursing care relevant to the practice population.

To perform routine tasks related to patient care as directed by the Practice Nursing Team and Lead GP. Such tasks may include but are not exclusive to:

- Venepuncture / Urine Culture / any other relevant pathological tests;
- General lifestyle advice including dietary, lifestyle, alcohol and smoking advice;
- Height and Weight Monitoring
- New Patient Health Checks / MOTs/ NHS Health Checks;
- Support-to-Stop Smoking Clinics (following specific training)
- Investigative Procedures including ECGs, Peak Flow, Spirometry, Urinalysis, BP;
- Ability to recognise and manage anaphylaxis according to current UK guidelines;
- Ability to perform cardio-pulmonary resuscitation (CPR) according to current UK guidelines;
- Health Promotion and Motivational Interviewing;
- Chaperoning and assisting patients where appropriate who are being examined by another clinician;
- Ensure infection control / health and safety guidelines are adhered to;
- Ability to monitor and manage maintenance of stock and equipment to include refrigeration and emergency equipment, as well as Cold Chain maintenance;
- Preparation of specimens / blood samples in accordance with training and procedures;
- Injections including B12s, Influenza etc. (under PSDs);
- Onwards referrals as instructed by other health care professionals.

## **b) PROFESSIONAL DUTIES**

To ensure a high standard of practice and care at all times by:

- Adherence to the standards of conduct, performance and ethics for HCAs;
- Ensuring accurate notes of all consultations and treatments are recorded in the patients' notes on the clinical computer system as appropriate;
- Ensuring accurate completion of all necessary documentation associated with patient health care;
- Ensuring collection and maintenance of statistical information required for regular and ad-hoc reports as the Practice requires;
- Attending and participation in practice meetings as required;
- Maintaining continued education by attendance at courses and study days as deemed useful by the Practice, or necessary for professional development;
- Maintaining effective liaison with other staff and/or agencies concerned with patient care, and with all other disciplines within the practice, with appropriate regard to confidentiality;
- Working cooperatively within teams and respect the skills, expertise and contributions of your colleagues.

In addition:

- You must deliver care based on the best available evidence or best practice;
- You must keep your skills and knowledge up-to-date by taking part in appropriate learning activities that maintain and develop your competence and performance;
- You must demonstrate a personal and professional commitment to equality and diversity;

This job description sets out the duties which this role normally entails. The job holder should understand that the job title and job description may be amended by the employer, and that he/she may be called upon to carry out additional or other duties as may reasonably be required by the Practice. The nature of our business means that the job holder must be flexible their approach to the work in order to provide service to patients.

**THREE SHIRES MEDICAL PRACTICE**  
**Personal Specification – Healthcare Assistant (HCA)**

	Essential	Desirable
Education and Qualification	<ul style="list-style-type: none"> <li>Demonstrable commitment to professional development.</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 3 in Health and Social Care;</li> <li>Specific training in Primary Care.</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>Experience of Phlebotomy;</li> <li>Competent in basis HCA duties;</li> <li>Demonstrable experience of caring for others;</li> <li>Demonstrable experience of working as part of a team;</li> <li>Demonstrable experience of working in partnership with other agencies.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Experience of using EMIS Web;</li> <li>Experience of Primary Care.</li> </ul>
Skills and Abilities	<ul style="list-style-type: none"> <li>Excellent communication skills;</li> <li>Excellent interpersonal skills;</li> <li>Good personal organisation;</li> <li>Good keyboard and computer skills.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to demonstrate enthusiasm in developing clinical skills;</li> <li>Ability to use Microsoft Outlook;</li> <li>Ability to use MS Word and Excel;</li> <li>Ability to learn new software.</li> </ul>
Personal Qualities and Attributes	<ul style="list-style-type: none"> <li>An understanding, acceptance and adherence to the need for strict confidentiality;</li> <li>Commitment to ensuring equity of access to health care for all;</li> <li>Ability to use own judgement, resourcefulness and common sense;</li> <li>Ability to work without direct supervision and determine own workload priorities;</li> <li>Be organised and reliable;</li> <li>Ability to work as part of an integrated multi-skilled team;</li> <li>Pleasant and articulate;</li> <li>Able to work under pressure;</li> <li>Able to work in a changing environment;</li> <li>To be caring and have a warm and friendly nature.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>Flexibility of working hours/ able to work at the desired times including weekends;</li> <li>Car driver/clean licence;</li> <li>Ability to use own initiative.</li> </ul>	