**ORMEAU PARK SURGERY**

# JOB TITLE – Health Care Assistant

**MAIN PURPOSE OF POST**

To be an integral part of the Primary Health Care Team and provide assistance to our nursing team. To provide care to patients by appointment.

**SPECIAL REQUIREMENTS FOR POST**

* To demonstrate that he/she is registered with the appropriate governing body.
* To work in accordance with the NMC code of professional, conduct.
* To maintain a personal professional development profile as required by the NMC post registration, education and practice legislation and by the GMS contract.
* To make him/herself familiar with and adhere to all relevant Practice Clinical and Administrative Protocols.
* An understanding, acceptance and adherence to the need for strict confidentiality.
* An ability to use your own judgement, resourcefulness, common sense and local knowledge to respond to patient enquiries and requests.
* Excellent communication skills.
* A high standard of punctuality and neatness.

## RESPONSIBLE TO: The Partners, Practice Manager, IT and Finance Manager and the Practice Nurses.

## CORE CLINICAL DUTIES & RESPONSIBILITIES OF THE POST

1. To perform bloodletting, blood pressure monitoring, basic wound dressing, INRs, ECGs, sample testing and processing ready to go to lab, suture/stitch removal amongst other HCA clinical duties.
2. To assist with the on-going clinics provided by the Practice such as Minor Surgery, Flu etc. This list is not an exhaustive list and may be extended as required by the Partners.
3. To facilitate health promotion programmes and other health promotion issues as required.
4. To ensure all programmes of care are implemented, monitored and evaluated.
5. To provide treatments that is based on clinically effective practice and in accordance with agreed protocols and guidelines.

Other responsibilities, which may be carried out depending on practice circumstances and requirements.

**OTHER CLINICAL DUTIES AND RESPONSIBILITIES**

1. To assist in vaccination and immunisation programmes according to competence ensuring all computer records are updated.
2. To participate in taking and processing pathology samples (e.g. blood, swabs and urine)
3. To test pathology samples as required (eg.ESR, INR).
4. To ensure patients receive relevant patient education as required.
5. To liase with reception staff to make appointments and follow up arrangements.
6. To liase with all disciplines and other agencies (statutory and voluntary) as necessary.
7. To maintain all necessary clinical and statistical records.
8. To ensure that clinical equipment meets health and safety standards and that all the necessary records are maintained in relation to health and safety.
9. To maintain stock control in the treatment rooms and surgeries and order as necessary.

**OTHER DUTIES AND RESPONSIBILITIES**

**COMPUTER**

1. Be familiar with all relevant aspects of Vision, Docman and other clinical computer programs that may be utilised within the Practice.

2. Record contacts with patients by telephone in accordance with practice protocol

3. Update patient records as appropriate on a daily, weekly and monthly basis.

**EMERGENCY SITUATIONS, PROBLEMS AND DIFFICULTIES**

1. Be familiar with responding to a patient in an emergency.

2. Respond appropriately to a patient who is rude, aggressive or difficult in accordance with the practice Zero Tolerance procedure.

3. Be familiar with the Practice Complaints Procedure.

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or the Manager. You will not be required to perform tasks for which you are not appropriately qualified.

The Practice is committed to providing the highest possible quality of service to patients and families. Members of staff employed by the Practice are expected at all times to provide a caring service and to treat those with whom they come in contact in a courteous and respectful manner.

As an employee of the Practice you have a duty to take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work.

All staff are expected to comply with the Practice ‘No Smoking’ Policy.

**PERSONNEL SPECIFICATION FOR HEALTH CARE ASSISTANT**

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| SKILLS/  EXPERIENCE | ESSENTIAL CRITERIA | DISERABLE CRITERA |
| Professional Qualifications | - Relevant up to date HCA qualification. | - Membership of a professional body |
| Professional Experience | - Experience in working in a treatment room to include bloodletting, bp monitoring, INRs, ECGs, sample testing and processing, basic wound dressing, suture/stitch removal amongst other clinical duties within your level of expertise.  - Experience of assisting with flu and other vaccination programmes | * Evidence of post/continued study |
| Communication Skills | - Highly developed communicational skills. Verbal, written, interpersonal. | - Ability to use various communication media including IT.  - Experience in communication with multiprofessionals and multiagency groups including service users. |
| Knowledge | - Knowledge of HCA in general practice. | * Knowledge of current clinical effectiveness guidelines. |
| Working Practices | - Be able to work effectively with colleagues, patients, other disciplines and professionals.  - Be highly skilled in using initiative, working independently and within a team and with the ability to motivate self and others. |  |
| Other | - Willingness to undergo skill/development training as required.  - Be flexible and adaptable to changing needs within the Practice. |  |