Park Practice, Eastbourne

ASSISTANT/ASSOCIATE PRACTITIONER JOB DESCRIPTION

**JOB TITLE** Assistant Practitioner

**ACCOUNTABLE TO** Lead Practice Nurse

Practice Manager and Partners of Park Practice

**JOB SUMMARY** The post holder works under the supervision of the Lead Practice Nurse, whilst exercising some autonomy in the delegated area of responsibility and also undertakes tasks and duties delegated by the Lead Practice Nurse or any Nurse in the Nursing Team or a suitably qualified regulated professional. They will work collaboratively with the general practice team to meet the needs of patients, following policy and procedures while providing supervision to more junior staff and attend practice meetings and relevant training/events. The post holder will also participate in the induction and orientation of newly appointed staff, mentor and assess the process of the Health Care Support Workers (HCSWs) and trainee Assistant Practitioners and be able to manage your own time effectively.

**JOB FUNCTION** To assist the GPs and Nursing Team in the service and delivery of the care management of the practice population. To provide Health Care Assistant clinical duties and phlebotomy services to patients of the practice, including associated administrative and computer data entry within the professional competence of the post.

## Key responsibilities

### Communication

* Communicate effectively with patients and carers, recognising their needs for alternative methods of communication.
* Undertake effective communication with patients in specific clinical situations.
* Communicate effectively with other team members.
* Maintain clear and concise legible documentation.
* Ensure patient confidentiality at all times.

### Personal and people development

* Take responsibility for own developmental learning and performance, including participating in all appropriate and mandatory training including e-learning, clinical supervision and annual appraisals.
* Maintain a record of own personal and professional development.
* Manage own work and implement programmes of care in line with current evidence.
* Provide support and guidance to other staff members, including visiting medical/nursing students.
* Work with the practice to access appropriate training based on identified need.
* To recognise and understand the roles and responsibilities of individuals working in the primary health care team and have a clear understanding of the principles of personal accountability in healthcare.
* Maintain competence in resuscitation, moving and handling, and fire safety by attending regular training as appropriate.
* Be aware of the legal issues pertinent to the role of an HCA (Band3).
* Be familiar with the changing structures of health care provision relevant to general practice.

### Health, safety and security

* Use and encourage others to be familiar with the personal security systems within the workplace according to practice guidelines.
* Identify the risks involved in work activities and undertake them in a way that manages the risks.
* Use and encourage others to adopt appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting of any potential risks identified, including:

1. hand washing.
2. universal hygiene procedures.
3. collection and handling of laboratory specimens.
4. segregation and disposal of waste materials.
5. decontamination of instruments and clinical equipment.
6. reporting and treatment of sharps injuries.
7. dealing with blood and body fluid spillages.
8. Assist patients and colleagues in adopting sound infection control measures.

* Attend regular infection control updates as appropriate.
* 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, and statutory local guidance and referral criteria.
* Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility.
* Use the computer monitor safely.
* Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health.
* Work within boundaries of delegated authority and personal level of competence and training.
* Support the management of emergency response and treatment using local guidelines.

### Service improvement

* Be aware of and, if appropriate, assist in current clinical audit.
* Contribute to the preparation of local guidelines, protocols and standards.
* Work with colleagues in the team on the development of current and new services and other initiatives.
* Deal with requests from patients and clinical staff for health information leaflets.
* Be aware of current approaches, including research, to the management of patient care within general practice.

### Quality

* Alert other team members to issues of quality and risk in the care of patients.
* Ensure own actions are consistent with clinical governance systems.
* Practice in accordance with agreed standards of care.
* Enable patients to access appropriate professionals in the team.
* Ensure stock items under your control are ordered and available in the treatment and consulting rooms.
* Know how clinical governance affects the HCA role and bring to the attention of more senior staff any specific risk situation.
* Know the practice's policies in this respect, especially the whistle-blowing policy - available on the G Drive in the CQC folder.
* Be able to manage your own time effectively.
* Give and receive feedback professionally and defuse situations using problem resolution skills to reduce potential for formal complaints.

### Equality and diversity

* Ensure own actions support equality, diversity and rights.
* Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures.
* Respect the privacy, dignity, needs and beliefs of patients and carers.
* Understand basic legal and communication issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour.
* Act as a chaperone.

### Clinical skills – health and well-being

* Undertake, record and follow guidelines for the tasks for which you have received appropriate training.
* Urinalysis and preparation of specimens for investigation by the pathology laboratory.
* After appropriate training undertake and record:

1. NHS Health Checks
2. Ear irrigation
3. Blood pressure
4. Pulse rate and rhythm
5. Temperature
6. Height and weight - body mass index
7. Venepuncture
8. ECG
9. Wound care
10. Urinalysis
11. Suture and clip removal
12. Smoking cessation
13. Dopplers
14. Weight loss support
15. Injections approved for HCAs to administer
16. Alcohol advice
17. 24 hour BPs
18. Minor surgery and contraception assistance
19. Diabetic reviews
20. Asthma reviews
21. Spirometry

**(The above numbered points are not an exhaustive list.)**

* Support and monitor patients during nebulisation therapy.
* Prepare and maintain environments and equipment before, during and after patient care interventions.
* Assist regulated professional while patients undergoing minor surgery.
* Assist in raising awareness of health and well-being, and how it can be promoted.
* Give accurate and appropriate information to patients and groups within own competence.
* Undertake wound care procedures following local recommendations and using aseptic techniques.
* Where appropriate, provide support and encouragement to self-manage their conditions.
* Have a basic understanding of long term conditions including diagnostic interventions, treatments, and the principles of care and self-management, together with a basic understanding of routine tests and order bloods/investigations as appropriate.
* Plan, develop and implement health promotion activities as appropriate e.g. smoking, exercise and diet including weight monitoring.
* Assess the readiness of patients to change and provide motivational support as appropriate in cases of smoking, obesity and healthy living for older people.
* To administer vaccines under indirect supervision of a regulated professional.
* To gain the underpinning knowledge and practical skills to administer basic life support or adrenaline if necessary.
* Be responsible for clinical waste in your consulting room.
* Be responsible for assisting with the children’s immunisation clinic and updating of records.
* Assist with ordering and storing of medical supplies and equipment as required.
* Co-ordinate with the engineer the annual calibration of surgery medical equipment and appliances.
* Maintain the issue / returns log of home blood pressure monitoring equipment.
* Perform ECG's and 24 hours blood pressure as required, forwarding the trace to the doctor for reporting / action.
* Teach techniques and tasks to patients such as BP home monitoring.
* Recognise changes in a patient’s vital signs and act on those changes appropriately.
* Provide evidence based care.
* To assist in seasonal and special projects as requested, e.g. flu campaign.
* Ordering and display of health promotion materials.
* Assist the doctor / nurse in minor surgery, contraceptive, diabetes & asthma clinics.
* Participate in education and training events held within the practice, including attending practice and clinical meetings in order to be able to maintain personal professional development.
* Liaise with other members of the Primary Health Care team, including district nurses, health visitors, social services and relevant voluntary organisations.
* Participate in the administrative and professional responsibilities of the practice team.
* Understand and have knowledge of the practices emergency routines and the appropriate action needed to be taken.
* Work effectively in a team and interact with patients and colleagues in a professional manner strictly adhering to the policy for ensuring patient confidentiality.

### Information processes

* Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate.
* Inputs accurate Read codes about patients to ensure accurate retrieval of information for monitoring, payment and auditing processes.
* Maintain confidentiality or information relating to patients, relatives, staff and the practice.
* Take the necessary precautions when transmitting information.
* Ensure total familiarity with all appointment systems, including regular and incidental variations.
* Book appointments, ensuring sufficient information is recorded.
* Monitor effectiveness of the system and report any problems or variations to the Practice Manager’s PA.
* Participate in the administrative and professional responsibilities of the practice team.
* Ensure accurate and legible notes of all consultations and treatments are recorded in the patients’ notes.
* Ensure the clinical computer system is kept up to date with accurate details recorded.

## SPECIFIC DUTIES

## To work autonomously as appropriate.

## Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual.

## Be responsible for the Near Patient Testing register and the recall of patients.

## Be the Lead for NHS Health Checks.

## Manage learning disability health checks and the recall of patients to ensure maximum take-up is achieved.

## QUALIFICATIONS REQUIRED

To be qualified as an Assistant Practitioner, or hold as a minimum the NVQ in Health and Social Care Level 3 and be training towards Assistant Practitioner qualification.

Phlebotomy qualified, or training towards.

**TRAINING:**

Training will be given both within the practice and at external training centres in order to fulfil the above responsibilities. Further training will be given if found to be necessary following the yearly appraisal. Attendance at various relevant internal and external courses will from time to time be necessary, as well as mandatory and relevant e-learning courses, when attendance at such courses will be decided in conjunction with the partners.

**All of the above duties are to be undertaken in accordance with General Data Protection Regulations and in line with Practice Protocols, Policies and Procedures**.

**ADDITIONAL DUTIES**

The partners reserve the right to redistribute duties among members of staff from time to time in periods of staff absence i.e. through holiday, illness or training courses etc. This will be arranged with as much time as is possible in conjunction with the post holder. Members of staff will not be expected to cover tasks they have not been trained to undertake. However members of staff may be required to assist other trained members of staff with such duties.

Evening/weekend work may be required.

Park Practice, Eastbourne

HEALTH CARE ASSISTANT JOB DESCRIPTION

**JOB TITLE** Health Care Assistant

**ACCOUNTABLE TO** Lead Practice Nurse

Practice Manager and Partners of Park Practice

**JOB SUMMARY** The post holder works under the supervision of the Lead Practice Nurse and undertakes tasks and duties delegated by the Lead Practice Nurse or any Nurse in the Nursing Team or a suitably qualified regulated professional. They will work collaboratively with the general practice team to meet the needs of patients, following policy and procedures while providing supervision to more junior staff and attend practice meetings and relevant training/events.

**JOB FUNCTION** To assist the GPs and Nursing Team in the service and delivery of the care management of the practice population. To provide Health Care Assistant clinical duties and phlebotomy services to patients of the practice, including associated administrative and computer data entry within the professional competence of the post.

## Key responsibilities

### Communication

* Communicate effectively with patients and carers, recognising their needs for alternative methods of communication and respond accordingly.
* Undertake effective communication with patients in specific clinical situations.
* Communicate effectively with other team members.
* Maintain clear and concise legible documentation.
* Ensure patient confidentiality at all times.

### Personal and people development

* Take responsibility for own developmental learning and performance, including participating in all appropriate and mandatory training including e-learning, clinical supervision and annual appraisals.
* Maintain a record of own personal and professional development.
* Manage own work and implement programmes of care in line with current evidence.
* Provide support and guidance to other staff members, including visiting medical/nursing students.
* Work with the practice to access appropriate training based on identified need.
* To recognise and understand the roles and responsibilities of individuals working in the primary health care team and have a clear understanding of the principles of personal accountability in healthcare.
* Maintain competence in resuscitation, moving and handling, and fire safety by attending regular training as appropriate.
* Be aware of the legal issues pertinent to the role of an HCA (Band3).
* Be familiar with the changing structures of health care provision relevant to general practice.

### Health, safety and security

* Use and encourage others to be familiar with the personal security systems within the workplace according to practice guidelines.
* Identify the risks involved in work activities and undertake them in a way that manages the risks.
* Use and encourage others to adopt appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting of any potential risks identified, including:

1. hand washing.
2. universal hygiene procedures.
3. collection and handling of laboratory specimens.
4. segregation and disposal of waste materials.
5. decontamination of instruments and clinical equipment.
6. reporting and treatment of sharps injuries.
7. dealing with blood and body fluid spillages.
8. Assist patients and colleagues in adopting sound infection control measures.

* Attend regular infection control updates as appropriate.
* 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, and statutory local guidance and referral criteria.
* Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility.
* Use the computer monitor safely.
* Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health.
* Work within boundaries of delegated authority and personal level of competence and training.
* Support the management of emergency response and treatment using local guidelines.

### Service improvement

* Be aware of and, if appropriate, assist in current clinical audit.
* Apply practice policies, standards and guidance.
* Contribute to the preparation of local guidelines, protocols and standards.
* Work with colleagues in the team on the development of current and new services and other initiatives.
* Deal with requests from patients and clinical staff for health information leaflets.
* Be aware of current approaches, including research, to the management of patient care within general practice.

### Quality

* Alert other team members to issues of quality and risk in the care of patients.
* Ensure own actions are consistent with clinical governance systems and take accountability for own actions, either directly or under supervision.
* Practice in accordance with agreed standards of care.
* Enable patients to access appropriate professionals in the team.
* Ensure stock items under your control are ordered and available in the treatment and consulting rooms.
* Know how clinical governance affects the HCA role and bring to the attention of more senior staff any specific risk situation.
* Know the practice's policies in this respect, especially the whistle-blowing policy - available on the G Drive in the CQC folder.
* Be able to manage your own time effectively.
* Give and receive feedback professionally and defuse situations using problem resolution skills to reduce potential for formal complaints.
* 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.

### Equality and diversity

* Ensure own actions support equality, diversity and rights.
* Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
* Respect the privacy, dignity, needs and beliefs of patients and carers and colleagues.
* Understand basic legal and communication issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour.
* Act as a chaperone.
* Behave in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

### Clinical skills – health and well-being

* Undertake, record and follow guidelines for the tasks for which you have received appropriate training.
* Urinalysis and preparation of specimens for investigation by the pathology laboratory, ensuring specimens are labelled and bagged ready for collection with the necessary paperwork completed.
* After appropriate training undertake and record:

1. NHS Health Checks
2. Ear irrigation
3. Blood pressure
4. Pulse rate and rhythm
5. Temperature
6. Height and weight - body mass index
7. Venepuncture
8. ECG
9. Wound care
10. Urinalysis
11. Suture and clip removal
12. Smoking cessation
13. Dopplers
14. Weight loss support
15. Injections approved for HCA’s to administer
16. Alcohol advice
17. 24 hour BP’s
18. Minor surgery and contraception assistance
19. Diabetic reviews
20. Asthma reviews
21. Spirometry

**(The above numbered points are not an exhaustive list.)**

* Support and monitor patients during nebulisation therapy.
* Prepare and maintain environments and equipment before, during and after patient care interventions.
* Assist regulated professional while patients undergoing minor surgery.
* Assist in raising awareness of health and well-being, and how it can be promoted and making necessary referrals.
* Give accurate and appropriate information to patients and groups within own competence.
* Undertake wound care procedures following local recommendations and using aseptic techniques.
* Where appropriate, provide support and encouragement to self-manage their conditions.
* Have a basic understanding of long term conditions including diagnostic interventions, treatments, and the principles of care and self-management, together with a basic understanding of routine tests and order bloods/investigations as appropriate.
* Plan, develop and implement health promotion activities as appropriate e.g. smoking, exercise and diet including weight monitoring.
* Assess the readiness of patients to change and provide motivational support as appropriate in cases of smoking, obesity and healthy living for older people.
* To administer vaccines under indirect supervision of a regulated professional.
* To gain the underpinning knowledge and practical skills to administer basic life support or adrenaline if necessary.
* Be responsible for clinical waste in your consulting room, ensure sharps bins are ready for collection and report any problems to the Lead Practice Nurse.
* Be responsible for assisting with the children’s immunisation clinic and updating of records.
* Assist with ordering and storing of medical supplies and equipment as required.
* Co-ordinate with the engineer the annual calibration of surgery medical equipment and appliances.
* Maintain the issue / returns log of home blood pressure monitoring equipment.
* Perform ECG's and 24 hours blood pressure as required, forwarding the trace to the doctor for reporting / action.
* Teach techniques and tasks to patients such as BP home monitoring.
* Recognise changes in a patient’s vital signs and act on those changes appropriately.
* Provide evidence based care.
* To assist in seasonal and special projects as requested, e.g. flu campaign.
* Ordering and display of health promotion materials.
* Assist the doctor / nurse in minor surgery, contraceptive, diabetes & asthma clinics.
* Participate in education and training events held within the practice, including attending practice and clinical meetings in order to be able to maintain personal professional development.
* Liaise with other members of the Primary Health Care team, including district nurses, health visitors, social services and relevant voluntary organisations.
* Participate in the administrative and professional responsibilities of the practice team.
* Understand and have knowledge of the practices emergency routines and the appropriate action needed to be taken.
* Work effectively in a team and interact with patients and colleagues in a professional manner strictly adhering to the policy for ensuring patient confidentiality.

### Information processes

* Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate.
* Input accurate Read codes about patients to ensure accurate retrieval of information for monitoring, payment and auditing processes.
* Maintain confidentiality of information relating to patients, relatives, staff and the practice.
* Take the necessary precautions when transmitting information.
* Ensure total familiarity with all appointment systems, including regular and incidental variations.
* Book appointments, ensuring sufficient information is recorded.
* Monitor effectiveness of the system and report any problems or variations to the Practice Manager’s PA.
* Participate in the administrative and professional responsibilities of the practice team.
* Ensure accurate and legible notes of all consultations and treatments are recorded in the patients’ notes.
* Ensure the clinical computer system is kept up to date with accurate details recorded.

### 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.

## SPECIFIC DUTIES

## Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual.

* Blood test monitoring for high risk drugs.

## QUALIFICATIONS REQUIRED

NVQ in Health and Social Care Level 3 or above.

**TRAINING:**

Training will be given both within the practice and at external training centres in order to fulfil the above responsibilities. Further training will be given if found to be necessary following the yearly appraisal. Attendance at various relevant internal and external courses will from time to time be necessary, as well as mandatory and relevant e-learning courses, when attendance at such courses will be decided in conjunction with the partners.

**All of the above duties are to be undertaken in accordance with General Data Protection Regulations and in line with Practice Protocols, Policies and Procedures**.

**ADDITIONAL DUTIES**

The partners reserve the right to redistribute duties among members of staff from time to time in periods of staff absence i.e. through holiday, illness or training courses etc. This will be arranged with as much time as is possible in conjunction with the post holder. Members of staff will not be expected to cover tasks they have not been trained to undertake. However members of staff may be required to assist other trained members of staff with such duties.

Evening work may be required.