

General Practice Assistant/ Healthcare Assistant Job Description and Person Specification

Job title	General Practice Assistant/ Healthcare Assistant
Line manager	Practice Manager
Accountable to	Partners
Hours per week	30-37.5

Job summary

The post-holder is a General Practice Assistant/ Healthcare Assistant.

The post-holder will report to the Practice Manager and the GPs and support the GP(s) to ensure the efficient provision of medical services and clinics by performing several more routine administrative and clinical duties. This will allow the GP(s) to utilise their own time more effectively towards greater patient focused activities.

Additionally, this role will support both the nursing and administrative teams in the delivery of clinical and administrative services, working as part of the practice multidisciplinary team, delivering care within their scope of practice to the entitled patient population.

Utilising the [NHS Health Education England GPA Competency Framework](#), the post-holder working within general practice/primary care will provide capabilities within care, administration, clinical, communications and health records management.

Mission statement

Crick Medical Practice is committed to preserving traditional family medicine. We take pride in supporting our community to ensure the provision of high-quality medical care. Our dedicated team believes in going the extra mile by putting our patients' best interests first.

Generic responsibilities

All staff at this organisation have a duty to conform to the following:

Equality, Diversity and Inclusion

A good attitude and positive action towards [Equality Diversity & Inclusion](#) (ED&I) creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

The organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post-holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- [Health and Safety at Work Act 1974](#)
- [Environmental Protection Act 1990](#)
- [Environment Act 1995](#)
- [Fire Precautions \(workplace\) Regulations 1999](#)
- Other statutory legislation which may be brought to the post holder's attention

Confidentiality

This organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of this organisation's outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.

The responsibility for this rests with everyone working within this organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and collaborate with the team to create opportunities to improve patient care.

This organisation will continually strive to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice. All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

We will provide a full induction programme, and management will support you throughout the process.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in, and complete mandatory training as directed. It is an expectation for this post-holder to assess their own learning needs and undertake learning as appropriate.

The post-holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences). The post-holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments, and the post-holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and to work effectively with others to clearly define values, direction and policies impacting upon care delivery

Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner. All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence. Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are always adhered to.

Security

The security of the organisation is the responsibility of all personnel. The post-holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct, uniforms and appearance

All staff are required to dress appropriately for their role and in accordance with the organisation's Uniforms, Dress and Appearance Policy. All staff members are to ensure that their conduct is commensurate with line management expectations and practice protocol.

Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take a minimum of 22 days' leave each year and should be encouraged to take all their leave entitlement.

Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked.

Primary key responsibilities

The following are the core responsibilities of the General Practice Assistant/ Healthcare Assistant in delivering health services. There may be, on occasion, a requirement to carry out other tasks and this will be dependent upon factors such as workload and staffing levels:

- a. Completing simple clinical observations / investigations as directed locally, such as dipstick urine, blood pressure, ECG and phlebotomy

- b. Provide support to GPs by taking patient history and baseline observations prior to the patient seeing the GP
- c. Facilitate routine and 24-hour BP monitoring, advising patients accordingly
- d. Carry out BMI checks as directed
- e. Act as a chaperone as required
- f. When trained, to support the GP with immunisations
- g. Completing basic (non-opinion) forms and core elements of some forms for the GP to approve and sign such as insurance forms, mortgage, benefits agency forms etc.
- h. Extracting all the required information from clinical letters, applying medical codes as required and adding these to patient notes
- i. Support the delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives
- j. Support practice patients by arranging appointments, onward referrals, clinical tests and follow up appointments.
- k. Explain treatment procedures to patients
- l. Develop and agree a personal development plan utilising a reflective approach to practice, operating under appropriate clinical supervision
- m. Support GP(s) in liaising with external agencies such as helping to arrange patient admission while the GP(s) continue with the consultation.
- n. Provide coordination and navigation for people and their carers across health and care services, working closely with Social Prescribing Link Workers, health and wellbeing coaches, and other primary care professionals
- o. Undertake all mandatory training and induction programmes
- p. Attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed
- q. Contribute to public health campaigns (e.g., flu clinics) through advice or direct care, including opportunistic health promotional programmes
- r. Support patients to adopt health promotion strategies that promote healthy lifestyles and apply principles of self-care
- s. Review the latest guidance ensuring the organisation conforms to NICE, CQC etc.
- t. Be responsive to the changing needs of patients and service provision in terms of scope and nature of clinical practice

- u. Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- v. To produce accurate, contemporaneous and complete clinical records
- w. Support in the delivery of enhanced services and other service requirements on behalf of the organisation
- x. Be aware of duties and responsibilities regarding current legislation and adhere to practice policies and procedures on safeguarding adults and safeguarding children
- y. Contribute to and embrace the spectrum of clinical governance
- z. Maintain a clean, tidy, effective working area at all times

Wider responsibilities

In addition to the primary responsibilities, the General Practice Assistant/ Healthcare Assistant has the following wider responsibilities:

- a. Participate in formal training events promoting best practice in area of expertise
- b. Contribute to the delivery of local policy and protocols to improve identification, assessment, ongoing support for patients and their family carers

Person specification – General Practice Assistant/ Healthcare Assistant

Qualifications	Essential	Desirable
Completed or working towards completing the HEE General Practice Assistant (GPA) Competency Framework	✓	
Phlebotomy certification	✓	
Vaccination certification		✓
Experience	Essential	Desirable
Experience of working in a primary care setting		✓
Understanding and knowledge of healthcare provision in GP surgeries, QOF, Enhanced Services and national standards that inform practice (NSF, NICE Guidelines)		✓
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
An appreciation of the new NHS landscape including the relationships between the practice, PCN and the commissioners		✓



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Clinical knowledge and skills	Essential	Desirable
Good organisational skills, enthusiastic and dynamic member of the clinical team	✓	
Ability to work within own scope of practice and understanding when to refer to GPs	✓	
Good clinical system IT knowledge		✓
Ability to record accurate clinical notes	✓	
Wound care/removal of sutures and staples	✓	
ECGs	✓	
Venepuncture	✓	
New patient medicals, including height, weight, BP, pulse	✓	
Chaperone procedure	✓	
Understanding of safeguarding adults and children	✓	
Broad knowledge of clinical governance		✓
Problem solver with the ability to process information accurately and effectively, interpreting data as required		✓
Effectively able to communicate and understand the needs of the patient	✓	
Personal qualities	Essential	Desirable
Effective time management (planning and organising)	✓	
Demonstrate personal accountability, emotional resilience and work well under pressure		✓
Knowledge of IT systems including the ability to use word processing skills, emails and the internet to create simple plans and reports	✓	
Ability to use own initiative, discretion, and sensitivity	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Ability to identify risk and assess/manage risk when working with individuals	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Good organisational skills	✓	
Sensitive and empathetic in distressing situations	✓	
Commitment to ongoing professional development	✓	
Knowledge of and ability to work to key policies and procedures	✓	



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High levels of integrity and loyalty	✓	
Ability to work under pressure/in stressful situations	✓	
Effectively utilise resources	✓	
Clear, polite telephone manner	✓	
Other requirements/wider responsibilities	Essential	Desirable
Disclosure Barring Service (DBS) check	✓	
Occupational Health clearance	✓	
Evidence of continuing professional development (CPD) commensurate with the role	✓	