JOB DESCRIPTION

JOB TITLE	Healthcare Assistant
JOB LOCATION	The Beaconsfield Clinic, Little Hall Barn, Windsor End, Beaconsfield, Buckinghamshire HP9 2JW
RESPONSIBLE TO	The Clinical Team, with direct reporting to Associate Director (Clinical).
HOURS OF WORK	Shifts to be discussed. Practice hours 08.00 – 20.00
JOB PURPOSE	To work as an integral part of the DOCTORnow clinical team to provide a high standard of patient-centered care, meeting the needs of patients; DOCTORnow clinical colleagues and Consultants.

MAIN DUTIES AND RESPONSIBILITIES

1. To work as an integral part of the DOCTORnow clinical team, providing a safe, high standard of patient centered care, meeting the needs of patients, consultants and colleagues.
2. Working within the DOCTORnow team to deliver care, maintain and enhance patient service and satisfaction of service users, under the supervision of a Registered Practitioner.
3. Ensure patient comfort, dignity and privacy are maintained at all timed and are specific to the patients' needs
4. Conduct yourself professionally in accordance with the standards set out on the Nursing Midwifery Council (NMC) codes of professional conduct and the health and Care professions Council (HCPC)
5. Ensure familiarisation and compliance with all DOCTORnow's clinical policies
6. Ensure any communication or intervention with patients is recorded in the patient's record
7. Ensure familiarisation with all necessary equipment e.g. ECG machines; Spirometry equipment, 24 hr ECG and 24 hr blood pressure monitors etc. in order to ensure a positive patient experience of relevant test procedures
8. Ensure that clinical rooms are kept tidy and organised, including the surfaces, cupboards and drawers.

9. <u>Safeguarding</u>
    a) Be aware of your responsibilities in relation to safeguarding children and vulnerable adults
    b) Act as an advocate for safeguarding patients; speaking up when there are concerns about care
    c) Recognise the signs, symptoms and categories of child abuse and alert the relevant Practice personnel/authorities as appropriate
10. <u>Infection Control</u>
    a) Apply infection control measures at all times
    b) The collection and handling of laboratory specimens
    c) The segregation and disposal of waste materials
    d) The reporting and treatment of sharps injuries in accordance with the Practice Needle stick Policy
    e) Dealing with blood and bodily fluid spillage

11. <u>Screening</u>
    a) Under the direction of a screening Doctor, undertake routine screening e.g. BP monitoring, pulse measurement; height, weight, BMI, urine analysis, blood sugar measurement, cholesterol measurement; lifestyle history
    b) Carry out audiograms, spirometry, vision tests etc*
    c) Carry out ECGs

*Training provided if required for tasks not previously undertaken.

12. Phlebotomy
    a) Ensure patients are fully informed re technique/aftercare/complications
    b) Perform venesection
13. Clinics and Minor Surgery
    a) Prepare and set up for Consultant and Minor surgery clinics; ensuring all necessary equipment and consumables that may be needed during the clinics are readily available in the clinical rooms
    b) Assist in preparing patients for minor surgery
    c) Assist Consultants and GPs in minor surgery procedures
14. Communicate clearly; effectively and appropriately with all colleagues; patients and visitors
15. Undertake administrative and clerical tasks associated with patient care as required
16. Assist in monitoring and maintaining stocks of clinical consumables
17. Ensure your completion of statutory training modules and any other training required for the role is kept up to date
18. Attend clinical meetings as required
19. Assist with clinical audit as required
20. Ensure strict confidentiality is applied to all patients and staff, ensuring need to know basis is applied at all times.
21. Undertake chaperoning as required
22. To be aware of their responsibilities as an employee to maintain a safe and healthy environment for patients; visitors and staff attending the clinic

PERSON SPECIFICATION

1. Empathetic and discreet towards patients
2. Able to communicate appropriately and effectively with a wide range of people, face to face, on the telephone and by e-mail
3. Reliable and flexible – able to adapt to the changing needs of the Practice
4. Good time management and ability to prioritise workload
5. Reliable
6. Able to work effectively as part of a team to provide a high quality service
7. Motivated and enthusiastic
8. Keen to learn and committed to ongoing personal development
9. Well presented at all times
10. Able to work calmly and efficiently, even when under pressure
11. Ability to handle feedback effectively
12. effectively deal with complaints and their effective resolution
13. Professional "can do" attitude

SKILLS/QUALIFICATIONS/EXPERIENCE

1. 3 years' experience as a Healthcare Assistant preferred, including phlebotomy experience in a clinical setting
2. Evidence of appropriate training e.g. NVQ, BTEC, Diploma or certified in house training
3. Successful completion of an accredited phlebotomy course or evidence of certified in house training and senior clinician sign off
4. Significant experience in dealing with patients/customers in a professional and empathetic manner
5. First class patient/customer service skills
6. Excellent communication skills
7. Excellent interpersonal skills
8. GCSE (or equivalent) English and Mathematics
9. Good IT skills (e.g. Microsoft Word, Excel and Outlook, Clinical systems
10. Awareness and understanding of health and safety at work

The post holder will be expected to undertake a variety of duties and the above is intended to indicate the range rather than set limits. In order to maintain the efficient running of the Practice, it is important that all staff are prepared to take on additional/relinquish existing duties as necessary.