

JOB DESCRIPTION

Post Title:	HCA / Phlebotomist
Level/Salary:	Band 3 (£17,787 - £20,448 per annum, pro-rata)
Hours:	16 per week over 2 days plus cover as and when required: Monday: 7.30 am – 4.30 pm Friday: 7.30 am – 4.30 pm* *Friday afternoon is a dermatology session and on a fixed term basis
Location:	The Three Spires Medical Practice – Truro Health Park
Responsible to:	Lead Practice Nurse, Operations Manager and GP Partners

Post overview

The post holder will work within the nursing team providing care for patients as directed by the practice nurse or general practitioner. Supported by nurses within the practice, they will deliver care within the boundaries of their role, working collaboratively with the general practice team to meet the needs of patients and supporting the delivery of policy and procedures.

The post holder will act at all times according to the professional standards in the NMC Code of Professional Conduct, as well as local and national health and safety legislation.

Key responsibilities

The post holder will undertake venepuncture, urinalysis, BP monitoring, measuring and recording Electrocardiogram (ECG), assist with flu clinics, and health checks.

The post holder will be required to use their own initiative and be able to make decisions under the management of the practice nurses and GPs. However, they must recognise their own limitations and seek guidance and supervisions as necessary. The post holder will be required to use their own judgement whilst observing patients and report changes to the nursing team / GPs as appropriate.

Clinical practice

Carry out procedures including:

- Phlebotomy and preparation of specimens for investigation by the laboratories
- Electrocardiogram (ECG) recording
- Urinalysis and preparation of specimens for investigation by the laboratories
- Measuring and recording: blood pressure, temperature, height and weight, body mass index
- Undertaking foot checks for diabetes patients
- Flu immunisations
- Assist in the Dermatology clinics, as directed by the Consultant Dermatologist, GPwSI or nurse, as required, either at the Practice's premises at Truro Health Park or at Helston Health Centre
- Ensure that Dermatology clinics' environment and equipment is prepared and maintained before, during and after patient interventions
- Chaperoning GPs as required

- Prepare and maintain environments and equipment before, during and after patient care interventions
- Along with practice nurses, responsible for the general upkeep and tidiness of the treatment rooms
- Ensure resources are utilised in a cost effective manner
- Ensure safe storage of equipment and resources, according to local and national policy
- Ensure appropriate and accurate medical records are maintained.
- Analyse, prioritise and organise own workload, under supervision
- Demonstrate and maintain ability to perform relevant clinical skills using evidence based practice
- Ensure all professional / clinical practices are in line with NHS England and the Practice's policies and procedures

Health, Safety and Infection Control

- Know the health and safety procedures of first aid and resuscitation to be able to undertake initial actions as appropriate
- Use appropriate infection control procedures and maintain work areas in each clinical room so that they are safe and free from hazards, reporting any risks identified, including: hand washing, universal hygiene procedures, collection and handling of laboratory specimens, segregation and disposal of waste materials, decontamination of instruments and clinical equipment, reporting and treatment of sharps injuries, dealing with blood and body fluid spillages
- Hazard spotting and risk assessment of the clinical settings to ensure public and staff safety
- Recognise and report situations that may be detrimental to the health and well-being of patients and staff.

Communication

- Communicate effectively with GPs, practice staff, patients, carers, other health care professionals and other agencies. Enable patients to access appropriate professionals in the team and beyond
- Demonstrate the ability to effectively listen to other points of view, using skills to de-escalate situations where patients may be upset, angry or irrational
- Actively communicate with all colleagues in a professional manner and participate as an effective and competent member of the practice
- Ensure patient is involved in decision making regarding their care
- Demonstrate up to date knowledge of relevant conditions and procedures

General

- To ensure the Practice's ongoing compliance with the CQC's (Care Quality Commission) essential standards of quality and safety
- Support and participate in shared learning across the practice and wider organisation
- Assist GPs, practice management team and nursing staff in contributing to the future development of services
- To take an active part in the appraisal process
- To comply with all relevant Health and Safety regulations and assist the Practice in the implementation of its own Health and Safety Policy
- To comply with and actively promote the Practice's Equality and Diversity Policy
- To support sustainability practices and recognise the shared responsibility of carrying out duties in a resource efficient way
- To undertake any other duties as appropriate.

Person specification

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of working within a primary care setting • Experience of working unsupervised 	<ul style="list-style-type: none"> • Experience in phlebotomy / HCA role within a primary care setting
Qualifications and / or training	<ul style="list-style-type: none"> • Literacy / Numeracy at Level 2 or above • NVQ Level 2 in HCA or Health and Social Care • Fully trained in phlebotomy • Fully trained in other clinical tasks e.g. urinalysis, BP monitoring, new patient checks, ECG recording (or willingness to undertake) • Fully trained in flu injections, wound dressings, audiometry, inhaler technique, assisting in minor surgery and other procedures (or willingness to undertake) • Evidence of CPD 	<ul style="list-style-type: none"> • NVQ Level 3 in related subject • Experience of assisting in minor operations
Skills	<ul style="list-style-type: none"> • Communication skills, both written and verbal • Ability to communicate clearly and compassionately with patients and families • IT skills • Uses initiative • Able to prioritise • Gets on well with people at all levels 	
Other	<ul style="list-style-type: none"> • Confidence • Flexibility • Enthusiasm • Reliability • Team player 	<ul style="list-style-type: none"> • Positive role model

General Practice is an ever-changing service and all staff are expected to participate constructively in Practice activities and to adopt a flexible approach to their work.

This job description will be reviewed annually during the appraisal process, and will be varied in the light of the business needs of the Practice.

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.