

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>General Practice Assistant</b>
<b>HOURS:</b>	<b>Full-Time 37.5 hours per week</b>
<b>SALARY:</b>	<b>Band 4</b>
<b>SHIFT:</b>	<b>Monday to Saturday – 9.00 am. to 5.00 pm. (Flexible)</b>
<b>REPORTS TO:</b>	<b>PCN Clinical Director and PCN Management Team</b>
<b>BASED:</b>	<b>Worcester City Primary Care Network</b> Severn Vale Medical Practice St Martins gate Surgery Elbury Moor Medical Practice

### **Overview of Organization**

SW Healthcare is Worcestershire's largest GP federation, which is now partnering with six Primary Care Networks in the county to ensure that we have a resilient and well supported primary care service. We believe GPs should have the time and resources to focus on delivering exceptional patient care – and that patients should be able to access treatment whenever and wherever they need it. We have the philosophy of a social enterprise and support our practices to remain independent whilst recognising all the benefits of being part of a large organisation.

We offer NHS pension plus salary sacrifice Holiday Flex, Cycle to Work and Electric Vehicle schemes.

### **Job Summary**

An exciting opportunity has arisen to work at practices part of Worcester City Primary Care Network, in a new and innovative role.

We are looking to recruit a General Practice (GP) Assistant which is a hybrid medical assistant role where the focus is to support general practitioners in their day-to-day management of patients.

The successful candidate will be expected to support doctors in the smooth running of their surgeries, by handling the routine administration and some basic clinical duties.

### **Job Purpose**

A General Practice Assistant (sometimes known as Medical Assistant) will support the GP(s) by performing the more routine administrative and clinical tasks on behalf of the GP freeing up their time to focus on the patients.

### **Core Responsibilities:**

As part of the role you will be expected and trained to help:

- Sorting all clinical post and prioritising
  - Extracting all information from clinical letters that need coding
  - Directly dealing with all routine clinical post
  - Arranging appointments, referrals and follow up appointments of patients
  - Preparing patients, taking a brief history and basic readings in readiness for the GP appointment
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- Dipping urine, phlebotomy and taking blood pressure and ECGs
  - Completing basic (non-opinion) forms for the GP to approve and sign, such as insurance forms and mortgage forms
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- Explaining treatment procedures to patients, including arranging follow up appointments
  - Helping the GP liaise with outside agencies, for example, arranging for on-call doctors to provide advice on the phone, or to arrange admission, allowing the GP to continue with their consultation(s)

### **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

### **Healthy & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

### **Equality and Diversity**

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Personal/Professional Development**

Post holder must hold a GP Assistant Certificate qualification

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Attend all relevant annual updates
- Inform the lead GP of any concerns regarding GPA role and any professional development needed
- Be aware of own professional boundaries and what to do when you have reached them

### **Quality**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Work to practice protocols
- Assess own performance and take accountability for own actions, either directly or under supervision
- 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
- Effectively manage own time, workload and resources

## **Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to:

Communicate effectively with other team members

Be familiar in all mediums of communications such as email, tasks, telephone etc

Communicate effectively with patients and carers

Recognise people's needs for alternative methods of communication and respond accordingly

Communicate effectively to outside agencies

Communicate clearly with their lead GP

## **Contribution to the implementation of Services**

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

## PERSON SPECIFICATION

General Practice Assistant – Person Specification		
	Essential	Desirable
<b>Academic/Vocational Qualifications</b>	<p>2 GCSE grade A-C English and Maths</p> <p>NVQ Level 2 in Health and Social Care, and willing to work towards Level 3, or equivalent</p> <p>A demonstrable commitment to professional development</p> <p>Willing to work towards GPA certification</p>	<p>Qualified to NVQ level 3</p> <p>GPA skills certificate</p>
<b>Experience</b>	<p>Experience within a healthcare setting and/or similar role</p> <p>Experience in caring for others</p> <p>Strong administrative skills</p>	<p>Experience in GP Practice</p> <p>Experience of EMIS Web clinical system</p>
<b>Knowledge/Skills</b>	<p>Ability to provide quality patient care</p> <p>Excellent IT Skills</p> <p>Good interpersonal and communication skills</p> <p>Good organisational skills</p> <p>Good team working skills</p>	

<b>Qualities/Attributes</b>	<p>An understanding, acceptance and adherence to the need for strict confidentiality</p> <p>Able to work on own initiative</p> <p>Able to work under pressure and remain calm</p> <p>Flexible and adaptable</p>	
<b>Other</b>	Flexibility of Working Hours	Experience in Primary Care Setting

***Should we experience a high level of interest in the post; the vacancy will expire early. If you do not hear within 4 weeks of the closing date, you may presume that you have not been shortlisted on this occasion.***