

# JOB DESCRIPTION

**Title:** Nursing Assistant

**Responsible To:** Practice Business Manager

## **Job Summary:**

Working under the direct supervision of the Practice Nurses and strictly in accordance with specific practice guidelines and protocols, the Healthcare Assistant will

- Assist medical/nursing colleagues in the care of practice patients to include treatment, preventative care, screening and patient education. The post will also include some administrative duties.
- Act as a focal point of communication between patients, doctors, nurses and other members of the primary health care team
- Wear a uniform and name badge at all times, which will be supplied by the practice.

## **Major Duties and Responsibilities of the post, according to training provided:-**

### **Duties and Responsibilities:**

- New Registration health checks and assist with Health Promotion incentives, e.g. smoking cessation/health checks.
- To perform ECG's and 24hour ECG's as required
- To undertake and record baseline observations i.e. BP, pulse, oxygen saturation using TAP templates
- To perform venepuncture for patients
- To test urine specimens using appropriate equipment and record as required
- To ensure that specimens brought in by patients, or taken by doctors or nurses, are ready for collection by pathology service
- Height/Weight/BMI monitoring
- Routine and 24 hour BP monitoring
- Ear syringing – following appropriate training / mentor assessment and in line with protocols.
- Spirometry – following appropriate training / mentor assessment and in line with protocols
- Cholesterol paperwork in accordance with surgery protocol / guidelines
- Assist with specific long term conditions reviews e.g. COPD, Asthma (e.g. inhalers checks and peak flow measurements), Diabetes (Foot checks, BMI, dietary advice)
- To undertake assessment of simple wounds/ dressings and assist Practice nurses with more complex wounds/ leg ulcer dressings.
- Following appropriate training undertake Doppler assessments.
- Chaperoning duties
- To assist in seasonal and special projects as required e.g. flu and pneumo campaigns
- Following training, the administration of B12 / Flu / Pneumonia and shingles injections (this list is not exhaustive), as per patient specific directives and instruction of trained colleagues.
- Assist with minor operations and contraception clinics in surgery as required.
- Assisting in the assessment, surveillance, promotion and collection of data of patients' health and well-being
- To assist in the early identification of Dementia/ Adult & Child safeguarding concerns and highlight to relevant health professional.
- To prepare consulting rooms and maintain stocks of equipment / supplies
- Sterilising, cleaning and maintenance of medical equipment in line with protocols.
- To ensure couches and fridges are kept clean
- To maintain vaccine stock levels and stock rotation in liaison with the practice nurses, prior to ordering
- To maintain and order medication/instruments and clinical supplies in liaison with nursing colleagues.
- Following training to perform other clinical tasks to meet the needs of the practice
- To provide support to the nursing and medical team to enable them to function effectively

## JOB DESCRIPTION

- To perform any other task within the skills of the post holder.

### **Administration and professional responsibilities**

- Processing and monitoring cholesterol results in accordance with practice protocols and contact patients as appropriate
- Participate in the administrative and professional responsibilities of the practice team
- Ensure the clinical computer system is kept up to date with accurate details recorded of all consultations
- Ensure accurate completion of all necessary documentation associated with patient health care and registration with the practice
- Ensure collection and maintenance of statistical information required for regular and ad hoc reports
- Attend and participate in practice meetings as required
- Assist in formulation of practice philosophy, strategy and policy
- To create and send recall letters for clinics

### **Management of appointment system**

- Ensure total familiarity with appointment system including regular and incidental variations
- Book appointments and recalls ensuring sufficient information is recorded to enable retrieval of the medical record
- Monitor effectiveness of the system and report any problems or variations to the Reception Team Lead

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- 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.

### **Quality:**

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

- Alert other team members to issues of quality and risk
- 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

### **Contribution to the Implementation of Services:**

The post-holder will:

- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.
- Actively take part in mandatory and internal\external training as requested.
- Be aware of government guidelines in relation to confidentiality, clinical information etc.
- Adhere to and follow all policies and protocols as listed in the Staff Handbook and contract and apply practice policies, standards and guidance
- Follow all Practice Health and Safety guidelines and policies and inform the H&S lead in the surgery of any infringements.

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This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer, the responsibility for review and modification of duties. Suggestions and discussions are welcome.

You are required to be flexible and the practice reserves the right to alter such fixed hours as may be considered necessary to ensure the surgery runs smoothly.

<b>Person Specification:</b>		
	<b><i>Essential;</i></b>	<b><i>Desirable;</i></b>
Qualification in Healthcare (level 3 or 4) or working to equivalent level.	✓	
Experience of Community/Primary Healthcare	✓	
Excellent communication and interpersonal skills, both face to face and on the telephone	✓	
Good keyboard skills		✓
Ability to use own initiative	✓	
Smart appearance	✓	
Deal with people at all levels	✓	
Ability to handle sensitive information confidentially	✓	
Ability to self motivate, organise and prioritise workload	✓	
Flexible approach and willingness to adjust to the changing needs of the practice	✓	
Willingness to undertake further training	✓	
An understanding and acceptance of ones capabilities and awareness of own limitations	✓	
Basic level of literacy	✓	
Ability to be flexible and adaptable and able to work according to changing needs	✓	
Ability to work under pressure	✓	
Experience of working with people		✓
Ability to work as part of a busy team	✓	
Good sense of humour		✓