

PORTSDOWN GROUP PRACTICE
HEALTHCARE ASSISTANT
VACANCY PACK



Introduction

Philosophy and Practice

Everyone working within the Practice is committed to the provision of high quality primary care for the benefit of our patients, whom we respect and value. We strive to be an open-minded, friendly, caring and inclusive team.

Mission and Values

The Practice aims to deliver our philosophy by;

- Providing readily accessible medical and preventative health care within a structured, efficient, open-minded and caring environment.
- Encouraging the professional and personal growth of the whole team, clinicians and their support staff, promoting job satisfaction whilst maintaining financial viability.
- Optimising the use of our resources, commensurate with the size of our very large Practice, creating opportunities not always available to Practices with a smaller list of patients. Our size and innovative approach enables us to encompass and evolve with an ever changing NHS.
- Challenging pre-conceived ideas, leading to more efficient ways of working for the benefit of our patients.

Practice Background

Portsmouth Group Practice covers the whole of Portsmouth from postcode PO1 to PO7. The Practice operates out of 6 surgeries, Cosham Park House (PO6 3BG), Crookhorn Lane (PO7 5XP), Heyward Road (PO4 ODY), Kingston Crescent (PO2 8AL), Paulsgrove (PO6 4HJ), and Somerstown (PO5 4EZ).

We are our own Primary Care Network (PCN) with a list size of 43,900 patients. We have 12 Clinical Partners, 8 Salaried GPs and a comprehensive Nursing team overseen by our Nurse Manager and consists of 8 Nurse / Paramedic Practitioners, 13 Registered Nurses, and 7 HCA's. The nursing team offers nursing related services from chronic disease management to dressings and phlebotomy.

The Practice is well established, financially secure and successful. Over the last few years we have earned maximum QOF points.

Team Approach / Organisational Structure

Multi-disciplinary teams work across all sites. Our organisational structure includes a Management Team, based at Kingston Crescent (Group Business Manager, Operations Manager, Business Intelligence Manager, Finance Manager, Nurse Manager and Management Support Team) and a surgery team at each site.

We recognise that our team needs to work as a strong anchor chain within the community we serve. Like a chain we acknowledge that every link has to be strong. We achieve this by working together, supporting each other and continuously inviting team members to make suggestions towards more efficient, safer processes for our patients.

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This Vacancy

Portsmouth Group Practice is a friendly, forward thinking and well established GP practice supporting 44,000 patients, across 6 sites in the Portsmouth area. We are currently looking for a Healthcare Assistant to join our diverse and growing Nursing Team. Previous Primary Care experience is desirable, but not essential, as training will be provided. If you can work to high standards, are flexible and reliable, with excellent interpersonal and communication skills, coupled with the ability to deliver a high quality of care, we would like to hear from you.

Working Pattern

Full and part time positions available.

Rate of Pay

£10 - £13 per hour, dependent upon experience.

Teaching, Training and Development

The Practice has a long history of training – we train GP registrars and student nurses.

We are committed to the ongoing development of the entire team, including mandatory and developmental training for all our staff. Team members are encouraged to highlight any training they feel would benefit them in the achievement of their role. The Practice funds, via a “learning agreement”, any training which is felt will benefit the individual and the Practice.

Staff Benefits

The Practice is a Real Living Wage Employer and believes in rewarding staff by offering the following benefits in addition to the candidate’s remuneration package.

- Annual Pay Review
- NHS Pension Scheme
- Generous Annual Leave Entitlement
- Additional Days Holiday on Your Birthday
- Benenden Health Plan with Option to Add Family Members
- Cycle to Work Scheme
- Eyecare Vouchers
- Social Events
- Refreshments

This Recruitment

The successful candidate will be invited to start as soon as possible.

Interview Date

TBA

Please ensure that you are free on this date when applying, as we may be unable to re-arrange interview dates.

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Job Description

Title: Healthcare Assistant

Responsible To: Nurse Manager

Main Purpose of the Post:

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 Personnel 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.

Duties & Responsibilities of the Post:

General:

- New Registration health checks and assist in Health Promotion, e.g. smoking cessation / health checks
- To perform ECG's as required.
- To undertake baseline observations - BP / Pulse / Temperature and oxygen saturation as required on templates.
- To perform Venipuncture 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
- To be able to undertake basic wound care / dressings and to refer patients to trained nursing colleagues where necessary for review.
- Cholesterol paperwork in accordance with surgery protocol / guidelines
- Chaperoning duties.
- To assist in seasonal and special projects as required e.g. flu and pneumonia campaigns
- B12 / Flu / Pneumonia injections – this list is not exhaustive, working to PSD and under the instruction of trained nursing colleagues.
- Assist with minor operations and contraception clinics.
- Assisting in the assessment, surveillance, promotion and collection of data of patients' health and well-being
- To assist in ensuring consulting rooms and maintain stocks of equipment / supplies.
- To ensure couches, fridges and clinical areas are kept clean.
- Cleaning and maintenance of medical equipment.

- To maintain vaccine stock levels and stock rotation in liaison with the practice nurses, prior to ordering.
- To maintain and order drugs in liaison with nurses, instruments and clinical supplies.
- Following training to perform other clinical tasks to meet the needs of the practice.
- To provide support to the Nursing Team to allow them to function effectively.

Confidentiality:

- As per both Government legislation and Practice policies ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to. Reporting any infringements to the Operations Office immediately.

Administration

- 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 the formulation of practice philosophy, strategy and policy.
- To create and send recall letters for clinics.
- Ensure total familiarity with the 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 Surgery Team Leader / Surgery Team Manager.

Health & 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, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- 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:

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 staff performance review.
- 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.
- Lead on induction and training of new staff at site
- 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 patient's needs.
- Effectively manage own time, workload and resources.

Communication/Information:

The post-holder should recognize the importance of effective communication within the practice and m/team and will strive to:

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

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

Any other delegated duties considered appropriate to the post.

This job description is not intended to be exhaustive, but to indicate the main areas of responsibility.

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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.

Policies and Procedures - the duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Practice, which may be amended from time to time. 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.

Business operates between the hours of 0700 – 2100 hours Monday to Friday (0800 – 1300 Saturday), with possible requirement for some future evening and weekend working as the business develops.

How to Apply

Please complete the online application via NHS Jobs.

Successful candidates will be invited to interview.

Further Information / Practice visits

If you would like to arrange an informal chat and / or visit please contact Niki Newman via email on niki.newman@nhs.net.