

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 postcodes PO1 to PO7. We operate from 7 surgeries: Cosham Park House (PO6 3BG), Crookhorn Lane (PO7 5XP), Hanway Road (PO1 4ND), Heyward Road (PO4 0DY), Kingston Crescent (PO2 8AL), Paulsgrove (PO6 4HJ), and Somerstown (PO5 4EZ).

On 1st May 2020, the practice merged with the Hanway Group Practice, taking our patient list up to 58,000 patients.

We are our own Primary Care Network (PCN). We have 13 Clinical Partners, 12 Salaried GPs and a comprehensive Nursing team overseen by our Nurse Manager and consisting of 15 Nurse / Paramedic Practitioners, 14 Registered Nurses, and 12 HCA's. We also have a Pharmacy team of 3 Clinical Pharmacists and 2 Pharmacy Technicians.

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

Our last CQC Inspection was in January 2020. We were rated 'Good' overall and 'Outstanding' for the care we provide to 'Working Age People'.

Team Approach / Organisational Structure

Multi-disciplinary teams work across all sites.

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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 aimed at providing efficient, safe processes for our patients.

This Vacancy

Portsmouth Down Group Practice is a friendly, forward thinking and well established GP practice supporting 58,000 patients, currently across 7 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

TBA

Rate of Pay

£9.30 to £12 depending on skills

Teaching, Training and Development

The Practice has a long history of training – we train GP registrars, student nurses and have pharmacy student placements. 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
- Eye care Vouchers
- Social Events
- Refreshments
- 50% Discounted Gym Membership
- Corporate fleece jacket

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This Recruitment

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

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:

Main Duties:

- 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 venepuncture for patients and phlebotomy clinics
- 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 / shingles injections – this list is not exhaustive, working to PSD and under the instruction of trained nursing colleagues.
- Assist with minor operations and baby clinics.
- Assisting in the assessment, surveillance, promotion and collection of data of patients' health and well-being
- To assist stock lead for surgery in ensuring consulting rooms maintain stocks of equipment / supplies.
- To ensure clinical areas, couches, fridges and work environments are kept clean.
- Regular cleaning of medical equipment.
- Following training to perform other clinical tasks to meet the needs of the practice.

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- To provide support to the Nursing Team to allow them to function effectively.
- Engage in both national and surgery screening programmes
- Work with Long Term Condition Nurses to monitor, educate and provide ongoing assessments

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.

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.
- 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

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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 management 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:

- 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. 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.

The 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.

PERSON SPECIFICATION:

Criteria	Essential	Desirable
Knowledge	Knowledge of QOF	Understanding of local and national policies for primary care
	Evidence of ongoing personal and practice development	Knowledge of safeguarding
Skills	Ability to manage competing priorities and work under pressure	Phlebotomy, Patient Health Checks, Blood pressure Wound care
	Excellent communication and interpersonal skills including verbal, written and face to face	Administration of vaccines
	Adaptability and flexibility	

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	Computer literate	Previous experience with SystmOne
Experience	Previous experience working as Health Care Assistant in health care setting	Primary care experience
	Ability to work autonomously and as part of a wider team	
Qualifications	NVQ level 2 / 3 in health studies	Level 3 NVQ, working towards or equivalent
		Education in chronic diseases
		Previous experience working with dementia, mental health learning disabilities
		Care Certificate
Other	Smart and confident in appearance	
	Self motivated	

How to Apply

Please complete the online application via NHS Jobs.

The closing date for this post is: 11th September

Applicants who are successful following this process will be invited for interview on: 17th or 18th September

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

Further Information / Practice visits

If you would like to arrange an informal chat and / or a visit please contact Ian Cummings via email on ian.cummings@nhs.net