**DANESTONE MEDICAL PRACTICE**

**JOB DESCRIPTION: PHLEBOTOMIST\HEALTH CARE ASSISTANT**

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<tr>
<th>1. JOB TITLE: Phlebotomist \ Health Care Assistant - employed by Danestone Medical Practice (12 - 15 hours per week).</th>
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<th>2. JOB PURPOSE</th>
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<tr>
<td>• To work within the Danestone Medical Practice nursing team providing care for patients as directed by the practice nurse or General Practitioner.</td>
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<td>• The postholder 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.</td>
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<th>3. ORGANISATIONAL POSITION</th>
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<td><strong>Accountability:</strong> To practice nurses, practice manager and GP Partners</td>
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<td><strong>Close working with:</strong> Nurses, practice manager, district nurses, health visitors, practice administrative staff</td>
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<td><strong>Employer:</strong> The successful candidate will be employed by the partners of Danestone Medical Practice. Employees are entitled to several benefits which are similar to NHS employees, including membership of the NHS pension scheme, but Danestone Medical Practice is not currently an Agenda for Change employer.</td>
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<th>4. SCOPE AND RANGE</th>
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<td>• The post holder will be part of the General Practice team providing clinical, task orientated care to that specific practice population and will assist in assessing and addressing people’s health and well-being and related needs.</td>
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<td>• The Phlebotomist/Health Care Assistant will undertake venepuncture, urinanalysis, BP monitoring, measuring and recording including Electrocardiogram (ECG), assist with health checks and ante and post natal checks.</td>
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<td>• Post holder will be required to use own initiative and be able to make decisions under the management of the practice nurse and GPs. However, they must recognise their limitations and seek guidance and supervision as necessary.</td>
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<td>• Post holder will be required to use own judgement whilst observing patients, and should report changes to senior nurse or GP as appropriate.</td>
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<th>5. MAIN DUTIES/RESPONSIBILITIES</th>
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<td>• Provide quality care to patients who attend the surgery, as directed by the senior nurse or General Practitioner, in accordance with NMC Guidelines and Code of Professional Conduct.</td>
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<td>• <strong>CARRY OUT NURSING AND HEALTH CARE ASSISTANT PROCEDURES INCLUDING:</strong></td>
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<td>• <strong>INFORMATION PROCESSES:</strong></td>
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**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 clean, safe and free from hazards, reporting of any potential 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 assessments of the clinical settings to ensure Public and staff safety.
- Recognise situations that may be detrimental to the health and well-being of the patients and staff

COMMUNICATION
- Communicate effectively with GP’s, practice staff, patients, carers, other health care professionals, and members of the integrated health and social care team 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.
- Actively communicate with all colleagues in a professional manner and participate as an effective and competent member of the practice and of the integrated health and social care team.
- Ensure patient is involved in decision-making, regarding their care.
- Demonstrate up to date knowledge of relevant conditions and procedures.

ORGANISATIONAL
- Practise and promote confidentiality at all times.
- Ensure written communication is accurate, appropriate and legibly recorded, adhering to NMC/NHSG/local / practice policies.
- Analyse, prioritise and organise own workload under supervision.
- Demonstrate understanding of, and adherence to, local and national Health and Safety policies and procedures
- Demonstrate knowledge of Clinical Governance through use of current evidence based practice.
- Participate in audit and research.

6. COMMUNICATIONS AND RELATIONSHIPS
- Main communications would be around patients and their conditions, or issues relating to any aspect of their care. Would also include discussion of nursing or wider team issues.
- At times the post holder will have to deal with distressed or anxious patients.
- He / she will also have to deal with upset, angry or irrational patients. The role of the Phlebotomist/Health Care Assistant here is to use communication skills to de escalate as many situations as possible, and then to ensure safety of self and any other patients and staff by managing the situation appropriately.

7. SERVICE DELIVERY
- Actively contribute to the continuity of care for all patients within the sphere of role accountability.
- Assist GPs, practice and nursing staff, and Practice Manager, in contributing to future development of services.
- Demonstrate positive attitude to suggested changes in practice, through the implementation of evidence based practice and changes within the Health Service.

8. PROFESSIONAL DEVELOPMENT
- Following appropriate training, supervision and assessment, the postholder may be required to undertake additional duties health care assistant duties as required
- Participate in appraisal
- Demonstrate commitment to developing skills and expertise, according to knowledge, skills and training required to do the job.
- Maintain responsibilities for own professional and personal development.

9. SYSTEMS AND EQUIPMENT
- Make accurate and contemporaneous entries in patient records in accordance with NMC Guidelines.
- Use and maintain clinical equipment as required within the service. Includes attending mandatory training.
- Knowledge and use of General Practice IT systems eg EMIS
- Report any incidents, following reporting system accordingly.

10. MANAGING RESOURCES
- Demonstrate an awareness of available resources and how to use them efficiently.
- Demonstrate economy in the use of supplies.
- Demonstrate an awareness of stock control systems and how they should be used.
- Actively participate in care / maintenance of practice stock and equipment.

11. DECISIONS AND JUDGEMENTS
- Post holder will be responsible for the delivery of care to the patients who attend the Treatment/Exam Room.
- Work will be delegated by the senior nurse or GP, who will have overall responsibility for allocation of duties and patient management.
- Post holder will be required to use own initiative and be able to make decisions. However, they must recognise their limitations and seek guidance and supervision as necessary.
- Post holder will be required to use own judgement whilst observing patients, and should report changes to senior nurse or GP as appropriate.

12. PHYSICAL DEMANDS OF THE JOB
• The job can be physically demanding. It involves standing for long periods of time, tending to a succession of patients, and then having a break to sit and put data on to computer.
• There may be an occasional need to work in an awkward or confined space.
• There is a need for accuracy in the use of clinical / medical equipment and supplies particularly round the administration and delivery of medication and treatments.
• The post holder will be required to initiate appropriate emergency care.
• The post holder will have frequent exposure to blood / body fluids.
• The post holder should be up to date with manual handling skills.
• Some key board skills will be needed.

13. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
• Managing and prioritising a busy, and at times unpredictable, workload.
• Working flexibly to cope with competing demands from different people.
• Dealing with potentially challenging behaviours.
• Communicating effectively and professionally at all times
• Managing sometimes limited resources of all types most efficiently.

14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB
• Post holder is required to have undergone phlebotomy training
• The post holder must have knowledge of practice, and NHS-G policies and procedures relevant to area of work.
• Post holder must demonstrate the ability to keep skills and knowledge updated and documented.
• Post holder must have well developed written and verbal communication skills.
• Post holder must attend all mandatory training including anaphylaxis, resuscitation and manual handling and lifting.

Start date: Aug/Sep 2012

Updated: Apr 2012 AMC
**PERSON SPECIFICATION**  
**Job Title:** Phlebotomist/Health Care Assistant  
**Location:** Danestone Medical Practice

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<th>FACTOR</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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| **EXPERIENCE**  | Experience of working within primary care setting  
Experience of working unsupervised                                                       |                                                                          |
| **QUALIFICATIONS** | Fully trained in phlebotomy  
Willingness to undertake training as necessary to perform role. This includes  
venepuncture, urinalysis, BP monitoring, new patient checks and  
Electrocardiogram (ECG) recording as a minimum.  
Willingness to undertake further training in Flu injections, wound dressings, ear syringing,  
audiometry, inhaler technique, assisting GP in minor surgery and other procedures as required. | SVQ2/3 in related subject                                                   |
| **KNOWLEDGE AND SKILLS** | Must have a good level of literacy and numeracy  
Ability to use own initiative  
Ability to prioritise  
Practical IT skills  
Must be able to communicate clearly and compassionately with people who are vulnerable |                                                                          |
| **DISPOSITION** | Confident.  
Enthusiastic  
Reliable                                                      |                                                                          |
| **OTHER**       | Must be aware of own limitations and understand the importance of seeking help from others when unsure  
Able to maintain confidentiality and work within policy for data security and protection. |                                                                          |