**Tendring PCN General Practice Assistant (GPA) Job Description**

**Post:** General Practice Assistant (GPA)

Tendring Primary Care Network (PCN) has a fantastic opportunity for a General Practice Assistant (GPA) to join our team as part of the National PCN Pilot on a full-time basis.

**Contract Type:** Fixed term contract for 2 years, with extension subject to funding.

**Accountable to:** Dr Praveen Tatavarthi (Tendring PCN Clinical Director) and Julie Harvey, (Tendring PCN Business Operations Manager)

**Salary Range:** Band 4 (subject to qualifications and experience)

**About Us:**

Our network is located on the North-East Essex Coast and comprises of 3 GP practices: Mayflower Medical Centre in Harwich, St James Surgery in Clacton and Great Bentley Surgery.

It has an approximate patient population of 44,000 and it strives on bringing together local health care and resources to deliver high quality, evidence-based and integrated care to all their patients.

**Job Summary**

The GPA position is a support role, covering administrative tasks and some basic clinical duties, to assist the GPs, enabling them to make the best use of consultation time. The post-holder will form part of our multi-disciplinary, primary-care team and contribute to the smooth running of the surgery.

Tendring PCN is part of the national PCN pilot, of which we are recruiting a pro-active care team as one of our interventions to trial new ways of working in line with the Fuller Report.

**Role Responsibilities**

* Arranging appointments, referrals, tests and follow up appointments of patients.
* Dipping urine, taking blood pressure, ECGs and phlebotomy.
* Supporting the GP and senior nursing team with chronic disease management, health inequalities and wound care.
* Completing basic (non-opinion) forms and core elements of some forms for the GP to approve and sign such as insurance forms, mortgage, benefits agency forms etc.
* Helping the GP liaise with all multidisciplinary teams within and outside the practice.
* Undertake home visits to assist chronic disease management.
* Mentoring support and training will be provided.

This list is not exhaustive, with further information via the SNEE Training Hub website: [www.sneetraininghub.org.uk/general-practice-assistant-gpa](https://www.sneetraininghub.org.uk/general-practice-assistant-gpa/)

**About the Candidate**

Whilst the following skills and experience are important, we would welcome applications from people who can demonstrate strong transferable skills:

* Strong organisational skills.
* IT skills, including experience of working with a clinical system.
* Excellent communication skills and a friendly manner.
* Ability to understand the need to maintain confidentiality and data security.
* Ability to multi-task and to work accurately under pressure.
* Ability to work in a team as well as being comfortable working independently.

**Person Specification:**

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| **Qualifications and Training**  |
| **Essential**  | **Desirable**  |
| * High level of verbal, written and numerical literacy
 | * Self-development through continuous professional development activity
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| * Experience or evidenced understanding of general practice
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| **Experience and Knowledge**  |
| **Essential**  | **Desirable**  |
| * Familiar with local resources and services in North East Essex, including where to find out this information
 | * Experience of working with healthcare professionals and or previous experience in the NHS or social care or relevant field.
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| **Skills and Abilities**  |
| **Essential**  | **Desirable**  |
| * Ability to communicate effectively with people at all levels by telephone, email and face to face
 | * Experience working within healthcare, the voluntary or community sector
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| * Ability to follow legal, ethical, professional, and organisational policies/procedures and codes of conduct
 | * Diploma Level 2 in Health and Social Care (or equivalent)
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| * Excellent interpersonal, influencing, negotiation and organisation skills with the ability to constructively challenge the view and practices of managers and clinicians
 | * Experience using clinical systems e.g. EMIS
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| * Ability to work under pressure and to meet deadlines
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| * Good IT skills
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| * Ability to maintain confidentiality
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| * Ability to use own initiative, discretion, and sensitivity
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| * Full driving license/ability to complete home visits in Tendring, North East Essex
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**Confidentiality:**

• While 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

**Health and Safety:**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in our Health and 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 recognises 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 an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.

• Take 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 the 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 PCN and its practices, 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 line manager.

**Disclosure and Barring Service Check**
Please note this post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.