# Job description and person specification

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| **Job title** | GP Assistant (GPA)/Medical Assistant |
| **Accountable to** | For HR purposes to the PCN Manager    For Clinical services to the supervising GP at the practice where they are placed    For Organisational and Administrative purposes to the Practice Manager of the practice in which they are placed |

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| **Job summary** |
| The post holder will report to the practice manager and the general practitioners (GP(s)) and support the GP(s) to ensure the efficient provision of medical services and clinics by performing several more routine administrative and clinical duties. This will allow the GP(s) to utilise their own time more effectively towards greater patient focused activities.  Utilising the [NHS Health Education England GPA Competency Framework](https://www.e-lfh.org.uk/wp-content/uploads/2022/09/Comp-framework-branded.pdf), the post holder working within general practice/primary care will provide capabilities within care, administration, clinical, communications and health records management. |

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| **Mission statement** |
| South Rural PCN was formed in June 2019 with five like-minded practices wanting to provide a joined up service for local communities. To achieve this we are looking to reshape our clinical teams by developing new and exciting skill mixes, which not only diversify our workforce, but allows us to provide a better care package for our patients.  The PCN provides services to 56,000 patients across rural Suffolk and is headed by 2 proactive, supportive and committed Clinical Directors. Our PCN includes the following practices: Bildeston Health Centre, Constable Country Medical Practice (East Bergholt and Capel St Mary), Hadleigh Health Centre (Boxford), The Holbrook and Shotley Surgery and Needham Market Country Practice.  We use SystmOne clinical system and consult with our patients using a range of methods from face to face, video, telephone and Anima. Our practices offer the full range of primary care services. We achieve consistently high QOF and CQC results. We are active and respected members of Ipswich and East Suffolk Clinical Commissioning Group. We offer extended hours appointments to our patients. We provide an enhanced health in care homes service to the 16 care homes across our area.  Supporting your work life balance and professional development is important to us, so we will be happy to discuss any requirements for flexible working and offer the following benefits:   * Competitive salary based on experience. * Supportive and friendly environment. * Flexible working hours 25 days annual leave per year plus bank holidays (pro rata). * Peer support CPD Support with training and development. * NHS Pension * Study leave. * Free on-site parking. * Childcare vouchers.   Please don't hesitate to contact us if you have any queries or wish to have an informal discussion about the role or PCN, please contact Lisa Coleman, PCN Manager on 01449 701000. |
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| **Generic responsibilities** |
| All staff at South Rural PCN have a duty to conform to the following:  **Equality, Diversity and Inclusion**  A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This PCN is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety.  The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.  All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  The PCN and associated practices are committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.  It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff protect patient information and provide a confidential service.  **Quality and Continuous Improvement (CI)**  To preserve and improve the quality of PCN outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.  The responsibility for this rests with everyone working within the PCN and practices to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.  South Rural PCN continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.  All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.  **Induction**  In addition to the induction process at South Rural PCN, where you will be provided with a full induction programme, when attending any practice within the network you will also be required to complete their practice induction programme.  Whilst across the PCN we aim to standardise this process, inevitably there will be nuances particular to each practice. In any such instance, the practice management team will support you with this.  **Learning and development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the Practice Manager. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate  The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g., courses and conferences).  The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.  **Collaborative working**  All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.  Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working. To work effectively with others to clearly define values, direction and policies impacting upon care delivery  Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.  Plans and outcomes by which to measure success should be agreed.  **Managing information**    All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.  Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes.  **Service delivery**  Staff will be given detailed information during the induction process regarding policy and procedure.  The post holder must adhere to the information contained within PCN and local practice policies and regional directives, ensuring protocols are adhered to at all times.  **Security**  The security of the practice is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.  Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.  **Professional conduct**  All staff are required to dress appropriately for their role.  PCN staff members are to familiarise themselves and comply with local practice protocol.  **Leave**  All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 25 days (pro rata) leave each year and should be encouraged to take all of their leave entitlement.  Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked. |

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| **Primary responsibilities** |
| The following are the core responsibilities of the GP Assistant/Medical Assistant. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels.   1. Manage the surgery waiting lists and ensure patients are dealt with in a timely manner 2. Allocate unassigned pathology and manage in GP’s absence 3. Support practice patients by arranging appointments, onward referrals, clinical tests and follow up appointments. 4. Preparing patients, prior to seeing the GP(s), by taking a brief history and basic observations. 5. Conducting urinalysis, taking blood pressure, 6. Performing ECGs, 7. Performing phlebotomy, 8. Explaining treatment procedures to patients 9. Manage the patient equipment loan process. 10. Supporting GP(s) in liaising with external agencies such as helping to arrange patient admission while the GP(s) continue with the consultation; Mental Health, Elderly Services, Wellbeing. 11. Preparing the administration of 24-hour ECG’s 12. Manage and order Nurses stock 13. Attending a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed 14. Contributing to public health campaigns (e.g., flu clinics) through advice or direct care 15. Maintaining a clean, tidy and effective working area at all times 16. Processing and management of laboratory samples requested by GPs/nurses 17. Sterilising, cleansing and maintenance of surgical equipment 18. Vaccine/cold chain storage, monitoring and recording 19. Surgical equipment and vaccine re-stocking and stock rotation 20. Assist the Nursing Lead with infection control Audits. 21. Assist with Chronic Disease recall and booking appointments 22. Clearing and re-stocking consulting room |
| **Health & Safety**  The post-holder will implement and lead on a full range of promotion and management their own and others’ health and safety and infection control 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 (but will not be limited to):  · Using personal security systems within the workplace according to practice guidelines  · Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines  · Responsible for the correct and safe management of the specimens process, including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements  · Management and maintenance of Personal Protective Equipment (PPE) for the practice, including provision, ordering, availability and ongoing correct usage by staff  · Responsible for hand hygiene across the practice  · Ownership of infection control and clinically based patient care protocols, and implementation of those protocols across the practice  · Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate  · Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process  · Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes  · Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc. are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.  · Safe management of sharps procedures including training, use, storage and disposal  · Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management  · Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised  · Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers  · Undertaking periodic infection control training (minimum twice annually)  · Routine management of own team / team areas, and maintenance of work space standards  · Waste management including collection, handling, segregation, container management, storage and collection  · Spillage control procedures, management and training  · Decontamination control procedures, management and training, and equipment maintenance  · Maintenance of sterile environments  · Demonstrate due regard for safeguarding and promoting the welfare of children. |

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| **Secondary responsibilities** |
| In addition to the primary responsibilities, the GP Assistant/Medical Assistant may be requested to:   1. Demonstrate the ownership of responsibility for personal development, learning and performance 2. Demonstrate performance of skills and activities to others undertaking similar work 3. Attend relevant annual updates and shared practice learning 4. Complete all required PCN mandated training 5. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner   Duties may vary from time to time without changing the general character of the post or the level of responsibility |

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| **Person Specification – GP Assistant/Medical Assistant** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Healthcare qualification (level 3 or 4) or working towards gaining equivalent level |  | ✓ |
| Phlebotomy certification |  | ✓ |
| Vaccination certification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working in a primary care environment |  | ✓ |
| Experience of working with the general public | ✓ |  |
| Experience of working in a healthcare setting | ✓ |  |
| **Clinical knowledge and skills** | **Essential** | **Desirable** |
| Wound care/removal of sutures and staples |  | ✓ |
| ECGs |  | ✓ |
| Venepuncture |  | ✓ |
| New patient medicals, including height, weight, BP, pulse |  | ✓ |
| Chaperone procedure |  | ✓ |
| Ability to record accurate clinical notes |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook |  | ✓ |
| EMIS/SystmOne/Vision user skills |  | ✓ |
| Effective time management (planning and organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Ability to follow clinical policy and procedure | ✓ |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Problem-solver with the ability to process information effectively, interpreting data as required | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure/in stressful situations | ✓ |  |
| Able to communicate effectively and understand the needs of the patient | ✓ |  |
| Commitment to ongoing professional development | ✓ |  |
| Effectively utilise resources | ✓ |  |
| Punctual and committed to supporting the team effort | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside core office hours |  | ✓ |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Occupational Health clearance | ✓ |  |

**Notes:**  
The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.