



# Suffolk Primary Care

**Job Title:** Health Care Assistant (Including Community home visiting)  
**Base:**  
**Hours:** .....  
**Salary:** £..... FTE (Full Time Equivalent)

## Job Summary

As a Healthcare Assistant (HCA) you will play a vital role in supporting the delivery of high-quality patient care within the practice. Within this role you will be working closely with the community paramedic team and working under the supervision of a registered healthcare professional. You will assist with both clinical and administrative duties to support the needs of patients and the wider healthcare team. You will work collaboratively with paramedics, GPs, nurses, and other healthcare professionals, ensuring that all tasks are carried out in accordance with practice policies, procedures, and national guidelines. The role requires a caring and proactive approach, maintaining professionalism, confidentiality, and patient safety at all times.

## Key Responsibilities

You will work under the guidance and supervision of a registered healthcare professional and be accountable to the clinical team for their delegated tasks. You will follow standard operating procedures (SOPs) while using initiative and sound judgment when providing care. You will also support other members of the primary healthcare team and contribute to the coordination and efficiency of practice activities.

In addition to direct patient care, you will assist in maintaining a safe, clean, and well-equipped clinical environment, ensuring adherence to infection control, safeguarding, and health and safety policies. The role also involves participation in clinical audits, stock management, and quality improvement initiatives to enhance service delivery.

## Clinical Skills

- Carry out home visits to both housebound patients and patients within the care homes to undertake annual health checks as part of the management of long-term conditions, e.g. annual diabetic, coronary heart disease, asthma and COPD clinics, LD and SMI.
- Support patients with lifestyle advice, including smoking cessation, healthy eating, and physical activity.
- Provide patients with basic education on managing long-term conditions, and ensuring they understand their care plan.
- Prepare blood forms in accordance with practice guidelines for Chronic Disease Management
- Measure and record following physiological measurements in routine presentations:
  - blood pressure
  - pulse
  - temperature
  - height and weight - body mass index
  - smoking history
  - alcohol history





- Undertake urinalysis and prepare specimens for investigation by the pathology laboratory.
- Perform venepuncture in accordance with practice protocols
- Undertake ECGs
- Give vaccinations as indicated, i.e. shingles, pneumococcal & flu
- Undertake wound care management in line with the plan agreed by the PN
- Perform Spirometry
- Prepare and maintain environments and equipment before, during and after patient care interventions.
- Assist in stock control and ordering of medical supplies
- Assist with clinical audits to improve patient care and practice effectiveness.
- Assist senior clinicians in minor surgery or coil clinics.
- Assist in raising awareness of health and well-being, and how it can be promoted.
- Make recommendations to raise standards of practice and service delivery.

## **Confidentiality**

- In the course of 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 will have access to confidential information relating to patients and their carers, 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 & 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, 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**

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

- 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 any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Monthly training sessions as necessary

## **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
- 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 recognize the importance of effective communication within the 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

## **Equal Opportunities**

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by the practice.

## **Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as





required. The Practice is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

## **Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

## **Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

## **Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

## **Clinical Governance and Risk management**

The Practice believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting the Practice's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any Practice standards of record keeping

## **Information Quality Assurance**

As an employee of the Practice it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Practice requirements and instructions.

## **Freedom of Information**

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Practice complies with the Act when handling or dealing with any information relating to Practice activity.





## Person Specification

| ATTRIBUTES                         | ESSENTIAL  | DESIRABLE   |
|------------------------------------|--|---|
| Qualifications                     | <ul style="list-style-type: none"><li>• Basic literacy and numeracy skills</li><li>• General education</li><li>• Basic computer experience</li></ul>   | Willing to work towards the Primary Health Care Assistant Certificate |
| Knowledge and Skills               | <ul style="list-style-type: none"><li>• Demonstrates an understanding of the needs of the patient and the role of the health care assistant. Willing to develop clinical skills and competency relevant to the HCA role.</li><li>• Understands issues regarding accountability and delegation</li></ul>  |   |
| Experience                         | <ul style="list-style-type: none"><li>• Has experience of customer care or experience of being a carer</li><li>• Experience of working in a care environment</li></ul>   |   |
| Communication Skills               | <ul style="list-style-type: none"><li>• Good interpersonal skills</li><li>• Demonstrates self-awareness, i.e. strengths and weaknesses, personal qualities and skills.</li></ul> <p>Able to communicate routine information that requires tact and persuasive skills, or where there may be barriers to understanding.</p> <p>Standard keyboard and telephone skills</p> |   |
| Informed Judgements                | <ul style="list-style-type: none"><li>• Able to make judgements when circumstances fall outside normal guidelines such as appropriate referral to nurses/GPs etc</li></ul>   |   |
| Planning and Organisational Skills | <ul style="list-style-type: none"><li>• Able to organise own time and workload, and cope with occasional last-minute changes</li></ul>   |   |





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|--|---|--|
| <b>Training and Education</b>          | <ul style="list-style-type: none"><li>• Willingness to undergo education and training for both practice and service</li><li>• Willing to work towards professional and performance objectives (appraisal)</li></ul>   |  |
| <b>Disposition/Personal Attributes</b> | <ul style="list-style-type: none"><li>• Flexibility and commitment to teamwork</li><li>• Demonstrates ability to value the opinion of others</li><li>• Demonstrates motivation and reliability</li></ul>  |  |
| <b>Physical Effort and Skills</b>      | <ul style="list-style-type: none"><li>• Fitness to do the job<br/>Manual dexterity and manipulation skills</li><li>• Ability to handle simple medical equipment, e.g. spirometry machine</li></ul>  |  |
| <b>Mental and Emotional Effort</b>     | <ul style="list-style-type: none"><li>• Concentration required: e.g. ability to deal with occasional exposure to distressing circumstances or emotional events</li><li>• Ability to work in pressurised environment<br/>Ability to cope with occasional exposure to aggressive behaviour</li><li>• Able to deal tactfully with emotionally distressed or anxious patients or carers</li></ul> |  |
| <b>Other</b>                           | <ul style="list-style-type: none"><li>• Must either be Hepatitis B immune or be willing to undergo an immunisation course Health screening</li><li>• Able to undertake home visits</li><li>• Valid driving licence and access to vehicle on business insurance</li></ul>  |  |

