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**Healthcare Assistant**

**Hildenborough and Tonbridge Medical Group**

**16-24 hours per week**

Hildenborough and Tonbridge Medical Group are looking for an enthusiastic and committed Healthcare assistant to join our fun, ambitious and inclusive team. Experience is preferable, but robust training and support will be available for any successful applicant via our established team of GPs, Nurses and Clinical Pharmacists. Responsibilities will include a range of nursing activities including health checks, phlebotomy, ECGs and vaccinations, but with particular focus on the delivery of annual diabetic reviews. Supported by the wider diabetes team, our HCAs lead on the monitoring of key care processes, and in patient education on topics such as diet and lifestyle. Monthly diabetes meetings allow the opportunity for professional development and an active role in quality improvement activity. Working together we hope to develop our service, striving to provide the best care we can for our patients, whilst maintaining high levels of job satisfaction for staff.

**Main Duties**

This varied role includes but is not limited to:

* Nursing duties such as phlebotomy, vaccinations, BP monitoring, ECG recording, urinalysis, health checks and monitoring.
* Assisting and participating in long term management reviews with a focus on diabetes, but including hypertension reviews.
* Flu vaccinations/clinics
* Administrative and professional duties such as processing and management of laboratory samples, monitoring and recording vaccine/cold chain storage
* Ensuring all clinical rooms are fully stocked with the appropriate medical equipment and supplies,
* Engaging and contributing to team/practice meetings as required
* Be responsible for upholding practice policies and standards by adhering to all confidentiality, quality, health and safety, equality and diversity guidelines
* Any other delegated duties considered appropriate to the post

**About us**

HTMG is a thriving teaching and dispensing practice in West Kent with c.17000 patients. The clinical team comprises 15 GPs (13 of whom are partners), a well-established nursing and HCA team, 2 clinical pharmacists and a large PCN team including first contact physio and social prescribers. We also have GP Registrars, and Medical Students from Kent and Medway Medical School.

**Job description**

**Job responsibilities**

CLINICAL SKILLS

* Measurement of observations including blood pressure, pulse, temperature, oxygen saturation, blood sugar, height, weight/BMI.
* Diabetic foot checks
* Phlebotomy
* Collection of specimens as directed including Ear, nose and throat swabs, wound swabs, urine samples
* Urinalysis
* ECGs
* Application/set up of 24hour BP monitors

PRACTICE RESPONSIBILITES

* Stocking clinical rooms and ordering of equipment/supplies
* Supporting safe storage and ordering of vaccines
* Maintain clinical equipment efficiently and ensures servicing is undertaken
* Collection of clinical waste/sample /sharps bins
* Management of spillages that may occur on the premises in line with infection control/practice policy
* Attendance at practice meetings and contribution towards quality improvement work as required
* Supporting practice admin and reception teams as required in booking of patients/administrative tasks
* Follow up of DNAs

PATIENT CARE

1. Recognise changes in the patient observations and clinical presentation which must be reported and acted on
2. Assist clinicians in emergency management of patients
3. Enable patients to access appropriate professional in the practice team
4. Referral to weight management services, smoking cessation services, social prescribing services, podiatry service, frailty services and wider practice MDT as required
5. Act as a chaperone
6. Appreciate the Principles of Healthy Living
7. Provide relevant health promotion literature for patients
8. Administration of vaccines

PROFESSIONAL STANDARDS

1. Interact with colleagues in a professional manner
2. Always act in a way to protect the confidentiality of patients and maintain the integrity of the patient/health carer relationship
3. Maintain and adhere to Health and safety principles at all times
4. Always be aware of own limitations and do not carry out any task or procedure that is beyond the HCAs scope of competence
5. Take appropriate action if standards are not being met
6. Recognise potential areas of conflict, preventing where possible and reporting to senior staff members if unable to resolve
7. Attend regular study days and maintain safe standards of practice
8. Maintain your personal development profile
9. Act as a support and share good practice with other health care assistants

## Person Specification

#### Essential

* Excellent interpersonal, verbal and written communication skills
* Understanding the health needs of Primary Care
* Well-developed IT skills
* Time management and ability to prioritise workload
* Ability to organise delegated work and to work on own initiative
* Polite and helpful manner
* Enthusiasm to learn

#### Desirable

* Experience of working as a health care assistant or equivalent
* Clinical Skills including venepuncture
* Experience of EMIS
* Understanding and knowledge of policy related to delivery of Primary Care including the GP contract, Clinical Governance and Quality and Outcomes Framework

**Qualifications**

***Essential***

* NVQ Certificate or Diploma in Health and Social Care Level 2 or higher

***Desirable***

* KASPAC/STEP - knowledge and skills in General Practice
* Care Certificate