



Monkfield Medical Practice

Experienced Health Care Assistant

**Monkfield Medical Practice,
Cambourne, CAMBRIDGE, CB23 6HL**

Hours: 20 per week

Days: under review

Contract Type: Part time, Permanent

Hourly rate: Depending on skills and experience

Monkfield Medical Practice (MMP) is a friendly, modern, forward thinking GP surgery providing sustainable healthcare to Cambourne with over 14000 patients. We have a cohesive multi-disciplinary team. You will be joining a large cohesive multi-disciplinary team of General Practitioners, Nurse Practitioners, Pharmacist, Pharmacy Technicians, Prescribing Clerks, Nursing team, Management and Administrative staff, Social Prescriber, First Contact Physiotherapist and a research team.

We are committed to delivering high quality care and your CPD will be expected. The role is well supported through an accessible, friendly multi-disciplinary team and a dedicated administration team. The team have worked hard to make your day rewarding and stimulating.

We are looking for a HCA to support the growth of the practice, who will work under the direct supervision of the senior practice nurse in accordance with specific practice guidelines and protocols. The HCA will assist the practice clinical team in the provision and delivery of prescribed programmes of patient care.

More information:

- Roles are well supported
- We have regular team meetings
- We use SystmOne (TPP)
- 27 Days Annual Leave Pro Rata, plus 8 days Bank Holiday Pro Rata

We encourage all our staff to complete the course of appropriate vaccinations

Please note: if you are a resident of Cambourne, you will be asked to register with Bourn or Papworth GP surgery

Apply in writing with CV and covering letter to the Practice Manager

E-mail: h.crisford@nhs.net Close Date: 12th August 26



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JOB DESCRIPTION

JOB TITLE: Health Care Assistant

REPORTS TO: Senior Practice Nurse

Job summary:

Working under the direct supervision of the senior practice nurse and strictly in accordance with specific practice guidelines and protocols, the healthcare assistant will assist the practice clinical team in the provision and delivery of prescribed programmes of patient care.

Duties and responsibilities:

- NHS health checks & long term condition reviews, including taking basic observations
- ECG recording
- Phlebotomy
- Chaperoning duties
- Processing and management of laboratory samples requested by GPs/nurses
- Sterilising, cleansing and maintenance of surgical equipment
- Vaccine/cold chain storage, monitoring and recording
- Surgical equipment and vaccine re-stocking and stock rotation
- Clearing and re-stocking consulting rooms
- Preparing and maintaining environments and equipment before, during and after patient care interventions, including assisting GPs during the performance of minor operations
- Assisting in the assessment and surveillance of patients' health and well-being
- Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual
- Helping to raise awareness of health and well-being and how it can be promoted
- Assisting with the collection and collation of data on needs related to health and well-being



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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 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 & 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



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- 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.

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 recognizes 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 that 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



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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



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Qualifications and Training	Essential	Desirable
NVQ Level 2 in Health and Social Care or equivalent (Care certificate)	☒	
Phlebotomy accredited	☒	
Immunisation and Vaccination accredited		☒
Skills and Knowledge	Essential	Desirable
Great communication skills	☒	
Customer Service skills/ Patient focussed	☒	
Ability to work as part of a team	☒	
Computer skills	☒	
Organisational skills	☒	
Effective time management skills	☒	
Confident around other Health Professionals	☒	
Great communication skills	☒	
Knowledge of community development approaches		☒
Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports	☒	
Knowledge of motivational coaching and interview skills		☒
Knowledge of VCSE and community services in the PCN		☒
Experience	Essential	Desirable
Experience of working directly in a healthcare assistant role, adult health and social care, learning support or public health/health improvement (including unpaid work)	☒	
Experience working within a GP Practice		☒
Demonstrates an understanding of Clinical Governance skill		☒
Health and Safety Awareness	☒	
Basic first aid knowledge	☒	
Basic knowledge about Blood Borne Diseases	☒	
Personal Attributes and Qualities	Essential	Desirable



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Ability to listen, empathise with people and provide person centred support in a non-judgemental way	☒	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	☒	
Adaptable to change	☒	
Commitment to reducing health inequalities and proactively working to reach people in all communities	☒	
Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	☒	
Able to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders.	☒	
Ability to identify risk and assess/manage risk when working with individuals	☒	
Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	☒	
Demonstrates personal accountability, emotional resilience and works well under pressure	☒	
Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines	☒	
High level of written and oral communication skills	☒	
Ability to work flexibly within a team or on own initiative	☒	
Full UK Driving license and own transport		☒