

Health Care Assistant (HCA) Job Description - Combined

Job Title :	Health Care Assistant (HCA) / Senior HCA / Lead HCA
Role Purpose Statement	To provide Health Care Assistant services to the practice population(s)
Reporting to :	Lead Nurse / Site Manager
Job Reference Number:	HCA002
Hours / Work Pattern :	15-20 Hours per week
Location :	Primary location to be at Meadowside Family Health Centre With flexibility to work at other GPS Healthcare Locations

Role Purpose

To provide Health Care Assistant (HCA) services to the practice population(s).

Supported by the nursing team within the practice, the Health Care Assistant (HCA) will deliver care within the boundaries of their role and in accordance with specific practice guidelines and protocols.

Responsible for the care delivered, demonstrating critical thinking and skills in clinical decision making within the parameters of their qualifications and role requirements.

They will focus upon supporting patients to be healthy by assessing their needs, providing HCA care, health education advice, screening activities, implementing care at the surgery, community or other settings, maintaining clinically accurate records and running clinics.

They will work collaboratively with the general practice team to meet the needs of patients and support the delivery of policy and procedures, and providing HCA guidance as required.

Senior HCA (in addition to the above)

- Delivery of specialist clinics, evidence-based practice for patients with long-term conditions, management and preventative HCA interventions to all patients.
- Referrals to health trainers, docspot and other community based services
- Participate in vaccination and immunisation programmes for both adults.
- Review patient data to work with the nursing team, to achieve focused patient healthcare
- Active participation in achieving QOF and Enhanced Services targets and recall demands

Lead HCA (in addition to the above)

- To maintain mandatory training and remain current in practice
- Support and encourage development of other HCA's within GPS Healthcare
- Attend GPS Nurse Team meetings
- Liaise with Operational Support Team for Recalls, QOF and Enhanced Services inclusive of NHS Healthchecks
- Liaise with Operations team regarding new services that HCA's can be involved with and how this may be implemented
- To have regular communications with the Lead Nurse and HCA team

Role Location

GPS Healthcare provides high quality primary care services through six premises with the possibility of future expansion.

Flexibility to work at the other premises when requested is required as part of this role.

The locations of the other key GP Practices are listed below but are not exclusive. Other locations may be added to this list.

You may also be expected to travel to alternative locations for training and development.

- Knowle Surgery, 1498 Warwick Road, Knowle B93 9LE
- Meadowside Family Health Centre, 30 Winchcombe Road, Solihull, B92 8PJ
- Park Surgery, 278 Stratford Road, Shirley, Solihull, B90 3AF
- Tanworth Lane Surgery, 198 Tanworth Lane, Shirley, Solihull B90 4DD
- Village Surgery, Cheswick Way, Cheswick Green, Solihull, B90 4JA
- Yew Tree Medical Centre, 100 Yew Tree Lane, Solihull B91 2RA

Please forward your applications to recruitment.gps@nhs.net quoting HCA002.

Duties and Responsibilities

Clinical Practice

The post holder will make professionally decisions, providing safe, evidence-based, cost-effective, individualised patient care. To include;

- **Health Checks**
 - Blood Pressure, Height, Weight, BMI
 - NHS Health Checks including referrals
 - Referrals to health trainers, docspot and other community based services
- **Health and Well-being**
 - Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being
 - Support patients to adopt health promotion strategies and encourage principles of self-care
 - Offer holistic service to patients and their families, developing where appropriate an on-going plan of care/support, with an emphasis on prevention and self-care
 - Weight Management & Advice
- **Aural conditions**
 - Promote and deliver evidence based care for patients presenting with aural conditions.
- **Minor Surgery**
 - Assist GP in providing minor-surgery sessions, coil fits and implanon fittings
- **Chronic Disease management**
 - Undertake appropriate investigation, clinical observations and interventions following agreed guidelines for patients with chronic diseases CHD, Diabetes and Hypertension.
- **Emergency Care**
 - Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care.
- **Wound Management**
 - Removal of stiches and clips
 - Meet the needs of patients presenting for wound care and use dressing formulary
- **Mental health, adult and child safeguarding**
 - Recognise patients presenting with mental health needs in accordance with the National Framework (NSF) for Mental Health. Raise relevant information with the duty GP.
 - Recognise adult and child safeguarding situations and act appropriately.

Additional for Senior HCA

- **Long Term Conditions** ➤ Delivery of specialist clinics, evidence-based practice for patients with long-term conditions, management and preventative HCA interventions to all patients.
- **Vaccination programmes** ➤ Provide vaccination and immunisation programmes for Adults
- **Patient Profile Activities** ➤ Review patient data to work with the nursing team, to achieve focused patient healthcare
➤ Active participation in achieving QOF and Enhanced Services targets and recall demands

Additional for HCA Lead

- **HCA Team leadership** ➤ To maintain mandatory training and remain current in practice
➤ Support and encourage development of other HCA's within GPS Healthcare
➤ Attend GPS Nurse Team meetings
➤ Liaise with Operational Support Team for Recalls, QOF and Enhanced Services inclusive of NHS Healthchecks
➤ Liaise with Operations team regarding new services that HCA's can be involved with and how this may be implemented
➤ To have regular communications with the Lead Nurse and HCA team
- **Medication and medication regimens** ➤ To prescribe safe, effective and appropriate medication
➤ Review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols

Contribution to the implementation of Services

The post-holder will;

- Apply national, local and practice policies, standards and guidance
- Discuss with team members how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Deliver a quality service

The post-holder will strive to maintain quality within the Practice, and will;

- Effectively manage own time, workload and resources
- Reflect on own and team activities to identify risks, enhance performance and improve quality of patient care
- Work within own competence
- Produce accurate, specific and complete records of patient consultation
- Deliver care according to the NSF and the NICE guidelines and evidence based care.
- Understand and apply statutory procedure and local guidance regarding the identification of vulnerable adults and children, domestic violence, substance abuse and addictive behaviour

Communication

The post-holder should recognise the importance of effective communication and will strive to;

- Communicate effectively with patients and carers to ensure they are fully informed and consent to treatment
- Utilise effective communication skills to support patients
- Provide support, guidance and information in a format that meets the needs of the patients
- Communicate effectively with other team members and external stakeholders
- Act as an advocate when representing the patients and colleagues viewpoints to others
- Fully participate with team meetings, team activities and delivering the nursing agenda

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, non-judgmental and respects circumstances, feelings priorities and rights
- Identify patterns of discrimination, take action to overcome this and promote diversity and quality of opportunity

Personal and Team Development

The post-holder will participate in any mandatory and statutory training programme implemented by the Practice as part of this employment. Actively participating in ongoing learning and development to include;

- 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
- Understand own responsibilities and accountability in the delivery of HCA services to patients
- Disseminate learning and information to other team members in order to share good practice
- Provide educational role to patients , carers, families and colleagues to facilitate learning

Team Working

The post-holder will work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working. To include;

- Work effectively with others to clearly define values, direction and policies impacting upon care delivery.
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Accept delegation from other nurses, prioritise own workload and ensure effective time-management
- Participate in and support local projects as agreed with the practice management team

Management of Risk

The post-holder will work effectively to manage risk including;

- Monitor work areas and practices to ensure that they are safe, free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.
- Ensure the safe storage, rotation and disposal of vaccines and drugs is undertaken.
- Apply infection control measures within the practice according to local and national guidelines

Utilising and applying Information

The post-holder will work effectively to accurately apply and utilise information including;

- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes.
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act.
- Apply patient / clinical data searches to achieve clinical goals

Confidentiality

The post holder will work effectively to ensure confidentiality at all. To include consideration of;

- 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 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
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Qualifications

- GCSE Grade A-C Maths and English (Or equivalent)
- NVQ2 or equivalent experience
- Knowledge of personal care

Experience Required

Essential	Desirable
<ul style="list-style-type: none"> • Minimum of 1 yrs recent primary and / or community health care assistant experience 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Knowledge of local and national promotion strategies, health policies and public health issues 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Knowledge of patient group directions and associated policy 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Knowledge of clinical governance issues in primary care 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • To develop relationships with internal and external stakeholders 	
<ul style="list-style-type: none"> • To work as a positive and supportive team member 	

Skills Required

Essential	Desirable
IT literacy	
<ul style="list-style-type: none"> • Beginners level Word and Excel or equivalent • Ability to train and utilise new IT Systems 	<ul style="list-style-type: none"> • Intermediate Microsoft or equivalent • Create and maintain Reports
Patient / Customer Service	
<ul style="list-style-type: none"> • Applies different communication methods depending on the needs of the patient • Ability to listen, clarify, identify solutions and agree actions on the telephone and face to face 	<ul style="list-style-type: none"> • Ability to communicate at all levels
Clinical Skills	
<ul style="list-style-type: none"> • Provides health education • Delivers health care assistant care • Manages own clinics • Maintains accurate and informative clinical records • Demonstrates skills in clinical decision making 	<ul style="list-style-type: none"> •
Team Working	
<ul style="list-style-type: none"> • To work as a polite and supportive team member • Fully participates in team meetings and initiatives • Build relationships with internal and external service teams • Helping to implement initiatives 	<ul style="list-style-type: none"> • Ability to work to and achieve targets • Build relationships external service teams

Focus and efficiency

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| <ul style="list-style-type: none"> • Ability to manage and prioritise workloads, • Ensure achievement of deadlines | <ul style="list-style-type: none"> • Identify and progress forward with efficiencies |
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Initiative

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| <ul style="list-style-type: none"> • Work under own initiative when appropriate • Identify opportunities for improvement | <ul style="list-style-type: none"> • Identify quality and development opportunities |
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Respect and confidentiality

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| <ul style="list-style-type: none"> • Respect patients confidentiality at all times • Respect differing views & needs of patients and colleagues • Understand equality, diversity and how it affects this role | |
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