

The James Cochrane Practice

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

Role Details

Job Title:	Health Care Assistant (HCA)
Contract type:	Permanent (subject to satisfactory probation)
Hours of work:	37 hours per week, to include Saturdays.
Primary Location:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE.
Line Manager:	Head of Nursing
Salary:	<i>£12.60 per hour</i>
Responsible for:	Carrying out simple clinical observations and investigations. Providing a support role by carrying out administrative tasks.
Commencement date:	June / July 2025

Job Summary

The Health Care Assistant will deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education.

Working as part of the practice multidisciplinary team, you will assist in the care of the practice patient population.

As part of our nursing team, you will help to improve the medical care of patients by carrying out simple clinical observations and investigations, such as dipstick, blood pressures, phlebotomy, annual review tests and NHS health checks. You support the smooth running and delivery of clinical services through ensuring the clinical spaces are appropriately and safely stocked.

The HCA must ensure that they work within and recognise their scope of practice, escalating any concerns to a senior clinician as appropriate.

Any required training will be provided, and you will work under the supervision of registered clinicians for clinical tasks.

Practice Vision Statement

Treating people, the way we'd like to be treated

Primary Responsibilities

The following are the core responsibilities of the General Practice Assistant. There may be on occasion, a requirement to carry out other tasks. The work will be varied and dependent upon factors such as workload and staffing levels.

Key requirements of the role

Clinical services

- When trained, carry out simple clinical observations and investigations work, such as dipstick, blood pressures, phlebotomy, Annual Review Tests, NHS Health Checks, ECG, INR
- Supporting the practice with immunisations including the covid and flu vaccination programmes.
- Act as chaperone when required.
- Conduct home visits as required.
- Other clinical responsibilities, as required.
- Supporting smooth running of clinical appointments by restocking clinical supplies and rooms are prepared for each session.
- Monitor clinical stock levels and trigger ordering to ensure adequate stock levels
- Ensure fridge temperatures are checked, and fridges are cleaned routinely in accordance with extant guidance.
- Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice Infection Prevention Control policy
- Deliver opportunistic health promotion where appropriate.
- Ensure specimens are recorded and ready for onward transportation.
- Provide support during minor operations and GPwER procedures as required. Including preparation and maintenance of environments and equipment before, during and after procedures.

Administration

- Various administrative tasks to enhance service delivery and patient care as directed by the management team. This may include searches, audits, contacting patients etc.

Secondary Responsibilities

- Be willing to learn new skills and participate in shared learning within the practice
- Good timekeeping
- Contribute to the achievement and maintenance of good to outstanding CQC registration status.

Person Specification – Health Care Assistant		
Qualifications	Essential	Desirable
Educated to GCSE grade A-C equivalent in Math's and English	X	
Desire to learn and develop skills within the role	X	
NVQ level 2 in health and social care or equivalent; or working towards this qualification		X
Evidence of medical terminology training		X
Experience	Essential	Desirable
Experience of working in a primary care or NHS setting		X
Administrative experience	X	
Experience for working with the public	X	
Clinical Knowledge and skills	Essential	Desirable
Ability to record accurate clinical notes		X
ECG's		X
Venepuncture		X
Chaperone procedure		X
Medical observations Height, weight, BP, Pulse		X
Aptitudes and skills	Essential	Desirable
Desire to learn and develop skills within the role	X	
Self-motivated, articulate, and diplomatic	X	
Excellent interpersonal skills, able to communicate well with patients and colleagues	X	
Ability to work as a part of a team, and autonomously	X	
Ability to plan, organise, prioritise, and work to tight deadlines	X	
Ability to follow policy and procedure	X	
Personal Qualities	Essential	Desirable
Professional demeanour and conduct	X	
Polite and confident	X	
Reliable, Punctual, and committed to supporting the team effort	X	
Commitment to ongoing professional development		X
Ability to work under time pressure	X	
Sensitive and empathetic in distressing situations	X	
Initiative and judgement (knowing when to ask for help)	X	
Other requirements	Essential	Desirable
Flexibility to work Saturdays and lates	X	
Pre-Employment Check Clearance including Disclosure Barring Service (DBS) check	X	
Ability to travel between GP practice sites	X	

Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

Safeguarding

Safeguarding means protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to high-quality health and social care.

This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people, and adults at risk of harm or abuse.

Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I create an environment where all individuals can 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 law requires it.

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.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your 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

This practice is 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 always maintain confidentiality. It is

essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (QI)

To preserve and improve the quality of our output, 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 practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes, which deliver health care 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.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by your line manager or Practice Operations Manager.

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 training coordinator, as well as participating in the practice training programme.

Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff 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 to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided, they must be worn.