**Colne Valley Primary Care Network Ltd**

**General Practice Assistant (GPA) Job Description and Person Specification**

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| **Job title** | General Practice Assistant (GPA) |
| **Line manager** | Practice Manager |
| **Accountable to** | Practice Manager/ Clinically (Lead GP) |
| **Hours per week** | 37.5 |
| **Work Based Policy** |  |

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| **Job summary** |
| The general practice assistant (GPA) works alongside a team at the Elizabeth Courtauld Surgery and within the Primary Care Network (PCN) and will support the smooth running of clinics by performing the more routine administrative and clinical tasks on behalf of the GP freeing up their time to focus on patient care.  The post holder will be an integral part of the general practice team.  The post holder will be based at the Elizabeth Courtauld Surgery in Halstead. They will join a friendly multi-disciplinary team looking after a list size of 16,500. The surgery is looking to recruit a GP Assistant to assist the clinical and administrative teams in improving patient experience and care to deliver innovative service models to support faster, more efficient direct patient care.  The practice has achieved a ‘Good’ CQC rating. |

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| **Primary responsibilities** |
| The following are the core responsibilities of the General Practice Assistant (GPA). There may be on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:   * Assisting the clinical triaging team by liaising and providing administrative support involving communicating with patients on a face-to-face basis, via telephone, and AccuRx platforms. This may involve obtaining further clinical information from the patient prior to appointments * Completing basic (non-opinion) forms and core elements of some forms for the GP to approve and finalise, such as insurance forms, DVLA, and benefit agency forms. * Assisting with processing of requests for reports and SAR (Subject Access Requests) to our external provider, iGPR * Assisting clinical staff with filing of routine results not requiring further action and assisting with filing of cytology results. * Assisting Admin Team staff with processing and forwarding of death documentation (MCCD and cremation paperwork) with Registrar Office, Coroner’s Office, and funeral directors where requested. * Completion of CREM10 paperwork from Three Countries Crematorium following GP review of cases. * Explaining treatment procedures to patients and providing support with any questions they may have * Helping the GP liaise with outside agencies, e.g. getting an on call doctor on the phone to ask advice or arrange admission while the GP can continue with their consultation(s); * Sorting clinical post and prioritising for the GP. Signposting some post to other members of staff * Extracting information from clinical letters that needs coding and adding this to patient notes. * Arranging appointments, referrals, tests and follow up appointments of patients * Completing simple clinical observations /investigations as directed locally, such as dipstick urine, taking blood pressure, ECG, phlebotomy * Supporting the GP with immunisations/wound care * To work as part of a multi-disciplinary team in a patient facing role * To work together with all local partners where appropriate * To build relationships with key staff in GP practices within the local Primary Care Network (PCN) and attending relevant meetings. * To ensure that correct codes are inputted to SystmOne and that the person’s use of the NHS can be tracked, adhering to data protection legislation and data sharing agreements with the ICB * To work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the role and responsibilities * To undertake all mandatory training and induction programmes * To attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed * Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner. * Duties may vary from time to time without changing the general character of the post or the level of responsibility * Participate in an annual individual performance review. * Track and record evidence of their experience against the national competency framework * Inform the lead GP of any concerns regarding their role and request professional development as needed * Be aware of their own professional boundaries and what to do when they are reached |

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| **Person specification – Social Prescribing Link Worker** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Hold or working towards GP Assistant Certificate |  | ✓ |
| Demonstrable commitment to professional and personal development | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working directly within a practice dipping urine, taking blood pressure, ECG, phlebotomy, immunisations and wound care |  | ✓ |
| Experience of supporting people with completing basic forms |  | ✓ |
| Experience of data collection and providing monitoring information to assess the impact of services |  | ✓ |
| Experience of partnership/collaborative working and of building relationships across a variety of organisations | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Knowledge of the personalised care approach |  | ✓ |
| Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities | ✓ |  |
| Knowledge of community development approaches | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports | ✓ |  |
| Ability to work as a team member and autonomously. Additionally, the ability to work under pressure and to meet deadlines | ✓ |  |
| **Personal qualities** | **Essential** | **Desirable** |
| 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 | ✓ |  |
| Support people in a way that inspires trust and confidence | ✓ |  |
| Ability to use own initiative, discretion and sensitivity | ✓ |  |
| Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face | ✓ |  |
| Ability to identify risk and assess/manage risk when working with individuals | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Polite and confident | ✓ |  |
| Able to work from an asset-based approach, building on existing community and personal assets | ✓ |  |
| Able to provide leadership and to finish work tasks | ✓ |  |
| Ability to maintain effective working relationships and to promote collaborative practice with all colleagues | ✓ |  |
| Demonstrate 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 | ✓ |  |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, information governance, and health and safety | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Willingness to work flexible hours when required to meet work demands | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Access to own transport and ability to travel to visit people in their own home |  | ✓ |
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| **Generic responsibilities** |
| All staff employed through Colne Valley Primary Care Network Ltd have a duty to conform to the following:  **Equality, Diversity, and Inclusion**  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 it is required by law.  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. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This PCN is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety.  The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines.  All personnel have a duty to take reasonable care of health and safety at work for themselves, their 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**  The PCN and associated practices are 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, all staff protect patient information and provide a confidential service.  **Quality and Improvement**  To preserve and improve the quality of PCN outputs, all personnel are required to think not only of what they do but how they achieve it. Using Quality improvement methodology to examine our processes, we understand where challenges arise, we are then able to develop and implement changes with the aim of improving care in line with the six domains of healthcare quality: -  • Safe  • Timely  • Efficient  • Equitable  • Effective  • Patient-Centered  The responsibility for this rests with everyone working within the PCN and practices to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.  Colne Valley Primary Care Network Ltd strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture where everyone counts, and staff are encouraged to make suggestions and contributions to improve our service delivery and enhance patient care.  Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.  All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.  **Induction**  In addition to the induction process at Colne Valley Primary Care Network Ltd, where you will be provided with a full induction programme, when attending any practice within the network you will also be required to complete their practice induction programme.  Whilst across the PCN we aim to standardise this process, inevitably there will be nuances particular to each practice. In any such instance, the practice management team will support you with this.  **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 Colne Valley Primary Care Network Ltd. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate.  The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g. courses and conferences).  The post holder will provide an educational role to patients, carers, families, and colleagues in an environment that facilitates learning.  **Collaborative working**  All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.  Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working. To work effectively with others to clearly define values, direction and policies impacting upon care delivery.  Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.  Plans and outcomes by which to measure success should be agreed.  **Managing information**  All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.  Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes.  All work should be completed and saved on the PCN MS TEAMS/ sharepoint area for business continuity reasons.  **Service delivery**  Staff will be given detailed information during the induction process regarding policy and procedure.  The post holder must adhere to the information contained within PCN and local practice policies and regional directives, ensuring protocols are always adhered to.  **Professional conduct**  All staff are required to dress appropriately for their role. PCN staff members are to familiarise themselves and comply with local practice protocol.  **Leave**  All personnel are entitled to take leave. Line managers are to ensure all staff are afforded the opportunity to take a minimum of 25 days (plus bank and public holidays that fall on your normal working days) leave (pro-rata) each year and should be encouraged to take all their leave entitlement.  Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked.  **TOIL**  Any hours worked above those stipulated in your contract, must be agreed by your line manager, and taken as TOIL at a convenient time between April and March each year. TOIL hrs cannot be carried forward into the following annual leave period.  **Extended Access**  The PCN is required to provide an extended access provision to its patients. There may be opportunity to work additional hours above those specified in the contract.  If the post holder agrees to working these additional hours, they will be paid an hourly rate in line with the agreed extended access pay rates which will be included in their monthly salary in arrears. |

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.