**Lister House Surgery**

**PCCO PCN GP Assistant Job Description and Person Specification**

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| **Job Title** | General Practice Assistant |
| **Line Manager** | Business Practice Manager |
| **Accountable To** | PCN Clinical Directors |
| **Hours Per Week** | 37.5 |

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| **Job Summary** |
| General Practice Assistants (GPAs) form part of a multi-disciplinary team within primary care, and provide a support role, carrying out administrative tasks, combined in some areas with basic clinical duties, helping to free up GPs time and contribute to the smooth running of appointments, improving patients experience in the surgery.  The role will aim to:   * Improve patient access and release highly qualified staff to concentrate on treating and managing patients with more complex conditions * Improve patient flow within surgery hours, increasing the time efficiency of appointments, and reduction of waiting times; supporting patient experience by ‘translating’ or reiterating information from the GP * Have a positive impact on retention and job satisfaction * Reduce time spent by GPs on managing correspondence   We are specifically looking for an individual who is driven to help with the operation of clinics, such as screening for blood pressure and atrial fibrillation, group work and projects to tackle health inequalities, rota management and HR. The individual will work closely with our practice and PCN manager, as well as our clinical directors to ease pressure and increase efficiency.  PCCO PCN has a diverse, younger than average patient population with higher levels of deprivation linked with obesity, smoking, mental health, and cardiovascular disease. Our PCN's main practice branch is centred in Normanton with a multicultural population, adding challenges of language barriers, health inequalities, and patient understanding of health. |

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| **Mission Statement** |
| At Lister House Surgery we pride ourselves in nurturing a friendly, professional and supportive environment in which to work, whilst ensuring we provide high quality patient centred care. We aim to continue and build on our vision to be a community hub. We have robust forward thinking plans in which to develop population health needs, involvement of the wider community and future sustainability of the practice. We welcome and involve members of the community in developing this plan and maintaining sustainability.  As an organisation we strive to provide excellent patient care whilst making the best use of our multidisciplinary team from the available resources. We aim to provide holistic care whilst integrating the whole community and empowering patients to have an active interest in their own health and well-being.  We welcome all suggestions and constructive feedback and are open and honest in any learning outcomes.  We take pride in encouraging staff to develop and reach their full potential by creating a positive learning environment and culture.  The partnership and management team are consultative in their decision-making process and value the input of every team member. |

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| **Practice Values** |
| Our leadership behaviours framework set the standards of expectation we aspire to in our daily work. Meeting these standards and developing the capability to exceed them, will not only ensure that we continue to improve and respond flexibly to changing needs as an organisation, but will also help our staff to fulfil their potential, both in terms of personal achievement and career advancement.  The behaviours we expect to see at Lister House Surgery are:  **RESPECT**  We will respect and value the diversity of our patients, service users and staff, to create a respectful and inclusive environment which recognises the uniqueness of every individual  **PARTNERSHIP**  We will collaborate closely with our many partners to ensure that our combined efforts are focused on achieving the best possible outcomes for the people we serve.  **SAFETY**  We will embed a culture of safety improvement that reduces harm, improves outcomes and enhances patient experience. We will learn from mistakes and near misses and use patient feedback to enhance delivery of care.  **CARE**  We will aim to deliver care that is consistently high quality, well organised, meets best practice standards and provides the best positive experience of healthcare for our patients and their families  **COMMUNICATION**  We will respect the privacy, dignity and individuality of every patient. We will be open and inclusive with patients and provide them with information about their care. We will seek the views of patients, relatives and visitors and use this feedback to improve and enhance our services. |

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| **Generic Responsibilities** |
| All staff at Lister House Surgery have a duty to conform to the following:  **Equality, Diversity and Inclusion**  A good attitude and positive action towards ED&I creates an environment where all individuals are able to 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 you treat our patients and their colleagues with dignity and respect  **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 the 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 maintain confidentiality at all times. 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 (CI)**  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.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by your Line 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 co-ordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, 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 Lister House Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. 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 remain vigilant at all times 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 Lister House Surgery, staff are required to dress appropriately for their role. A name badge will be supplied which is expected to be worn at all times.  **Leave**  All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take the appropriate number of days leave each year, and should be encourage to take all their leave entitlement. |

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| Primary Responsibilities |
| The following are the core responsibilities of the post. There may be on occasions, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:  **General**   * Assist with the administrative teams when workload exceeds capacity (post, clinical letters, recalls, summarising etc.) * Arranging appointments, referrals, tests and follow up appointments of patients * Preparing patients prior to going in to see the GP, taking a brief * Arranging for interpreters and/or informing clinicians about reasonable adjustments * Gathering history and basic readings in readiness for the GP appointment. * Dipping urine, taking blood pressure, ECGs & phlebotomy * Completing basic (non-opinion) forms and core elements of some forms for the GP to approve and sign such as insurance forms, mortgage, benefits agency forms et * Explaining treatment procedures to patients * 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) * Support the GP with immunisations/wound care * Support the running of screening/ drop in clinics, improving patient access to proactive care * Support the MDT to set up patient groups for long term conditions and support for patients with healthcare barriers and inequalities * Provide patients support with access to care and digital deprivation * Reports * Support Mental Health Team with tasks * PIPs, Housing Requests, letters of support   This role will be supported by practice to complete the GPA Accredited Training programme provided by Health Education England.  Throughout this programme and your role, you will be encouraged to work towards a competency framework based alongside the following 5 "key domains":   * Care * Administration * Clinical * Communications * Managing Health Records   <https://www.e-lfh.org.uk/wp-content/uploads/2022/09/Comp-framework-branded.pdf> |

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| **Secondary Responsibilities** |
| In addition to the primary responsibilities, the General Practice Assistant may be requested to:   * Coordinate and participate in meetings which assess PCN population needs, liaising with our own MDT and wider healthcare members to formulate plans which align * Liaise with wider workforce on a city footprint as a representative of the PCN, alongside other community services and healthcare providers |

The person specification for this role is:

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| **Person Specification – GP Assistant** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Qualifications to GCSE pass level in maths and English |  |  |
| GPA Accredited Training programme provided by Health Education England (completion supported in this role) |  |  |
| Further relevant education such as A levels/ degree or IT qualifications |  |  |
| **Experience** | **Essential** | **Desirable** |
| Experience working with a range of different people |  |  |
| Experience using computers, email, MS Office & |  |  |
| Some experience in an administrative role |  |  |
| Experience using SystmOne |  |  |
| Experience working in primary care |  |  |
| **Skills** | **Essential** | **Desirable** |
| Fast learner |  |  |
| Excellent interpersonal and organisational skills |  |  |
| Excellent and clear communication skills |  |  |
| Knowledge of safeguarding and its application in practice |  |  |
| Additional language skills |  |  |
| Use of British Sign Language and/ or Makaton |  |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Motivated to learn and develop |  |  |
| Able to multi-task as well as be self-disciplined and highly motivated |  |  |
| Ability to co-ordinate and prioritise workloads |  |  |
| Passion to help others |  |  |
| Work non judgementally with a wide cohort of people |  |  |
| Attitude of proactivity |  |  |
| Excellent listener |  |  |
| Motivational character |  |  |
| Ability to work well within a close team and to contribute ideas and offer support to colleagues |  |  |
| **Other Requirements** | **Essential** | **Desirable** |
| Ability to work to a time frame |  |  |
| Ability and willingness to work as part of a multidisciplinary team |  |  |

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.