

Claypath and University Primary Care Network

Job Description PCN General Practice Assistant

Hours of duty: Full-time/Part-time

Responsible to: Primary Care Network Clinical Director

Reports to: Practice Secretarial Team Supervisor (for administrative tasks), and
Practice Nurse Practitioner/Nursing Team Leader (for clinical tasks)

Employer: Claypath and University Medical Group

Pay: £24,071 - £25,048 p.a. WTE (within Agenda for Change Band 3)

The PCN General Practice Assistant will be employed by the Claypath and University Medical Group to work for the Claypath and University Primary Care Network. Direct line management will be provided by the PCN Clinical Director and Practice Secretarial Team Supervisor

1. Job Summary:

The PCN General Practice Assistant will support the general smooth running of clinics by performing routine administration and clinical tasks freeing up GP time to focus on patients. The role will involve direct work with patients and work closely with practice clinicians.

S/he will work collaboratively with the healthcare team to meet the needs of patients, supporting the delivery of local policy and procedures.

2. Job Purpose:

(a) Administrative

The GP Assistant will:

- sort clinical post for the GP to action and signpost documents to others e.g. PCN Clinical Pharmacists;
- extract information from clinical letters to be coded and added to patient medical records;
- arrange appointments, referrals, tests and follow-up appointments for patients;
- complete basic administration for the GP to approve and sign documents e.g. insurance and benefits agency forms, etc.

(b) Clinical

- prepare patients to see the GP, taking a brief clinical history and performing basic assessments;
- test urine, taking blood pressure, ECGs, and phlebotomy;
- explain treatment procedures to patients;
- help the GP liaise with outside agencies e.g. contacting the hospital to get hold of an on-call doctor for the GP to ask advice or arrange admission enabling the GP to continue with their consultations, etc.
- support the GP with immunisations/wound care.

Additional tasks:

Other duties as dictated by changes in the Primary Care Network and the Claypath and University Medical Group.

3. Organisational Position

- the General Practice Assistant will report to the PCN Clinical Director.
- the General Practice Assistant will also report to the Practice Secretarial Team Supervisor re administrative tasks and the Nurse Practitioner/ Nursing Team Leader re clinical tasks.

4 . Individual Responsibilities

- adhere to Claypath and University PCN and GP policies and procedures and any other relevant legislation.
- participate in regular supervision sessions and appraisals with your line manager. Attend training and development activities as identified and participate in meetings as required.
- maintain administration systems and workspace used in a clean and tidy condition.
- maintain a good working knowledge of Health and Safety procedures and fire precautions and operate the correct procedures and participate in policy development and data collection where appropriate.
- work flexibly to meet the needs of clients.
- ensure mandatory training is up-to-date at all times.
- contribute to ongoing/new projects as required.
- to undertake any other duties appropriate to the grade and purpose of the job as may be agreed by the post holder.

5. Work setting and review

- the post holder will work autonomously to an agreed set of targets and objectives.

- s/he will manage their own time and case load, providing regular updates/progress reports to their line manager and to the GP practices they are based in.
- participate in the PCN/GP's appraisal and review system.

Confidentiality

- in 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.

Equality & Diversity

- 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 to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- 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.

Personal & Professional Development

- 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.
- attend all relevant annual updates.
- inform the PCN Clinical Director of any concerns regarding their role and any professional development needed.
- be aware of own professional boundaries and what to do when you have reached them.

Quality

The post-holder will strive to maintain quality within the PCN/practice, and will:

- alert other team members to issues of quality and risk.
- work to practice protocols.
- 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 recognise the importance of effective communication within the team and will strive to:

- communicate effectively with other team members.

- be familiar in all mediums of communications such as email, tasks, telephone etc.
- communicate effectively with patients and carers.
- recognise people's needs for alternative methods of communication and respond accordingly.
- communicate effectively to outside agencies.
- communicate clearly with their lead GP.

Contribution to the Implementation of Services

The post-holder will:

- apply PCN/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.

/GPB
27th January, 2025

PCN General Practice Assistant – Person Specification

Qualifications	Ess	Des
Good standard of education with excellent literacy and numeracy skills	✓	
Experience		
Experience working with the general public in a similar role		✓
Experience working in a health care setting		✓
Experience working in the NHS/Primary Care General Practice setting		✓
Understanding of community services and personalised care		✓
Experience of managing a complex administrative role	✓	
Experience of producing agendas and minutes for meetings		✓
Skills		
Excellent communication skills (written and oral) including the ability to listen	✓	
Strong and confident IT skills including MS Office and databases	✓	
Excellent administrative skills working under own initiative at times	✓	
Knowledge of GP clinical systems – SystmOne		✓
Effective time management skills, often in a fast paced environment	✓	
Proven problem solving and analytical skills	✓	
Ability to adapt to changing situations and changing needs of the service	✓	
Excellent customer care skills	✓	
Motivated to achieve good outcomes for patients	✓	
Able to follow policies and procedures effectively	✓	
Able to maintain confidentiality	✓	
Personal Qualities		
Polite and confident with good customer care skills remaining calm under pressure	✓	
Caring, sensitive and empathetic – sensitive to patients' life stages, concerns and problems	✓	
Self-motivated, reliable, and dedicated	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Polite & confident with good customer care skills remaining calm under pressure	✓	
Ability to use initiative and judgement	✓	
High levels of integrity and loyalty	✓	
Ability to work under pressure	✓	

/GPB
27th January, 2025
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