

# Redgate & Somerset Bridge Medical Centres

## GP Assistant job description & person specification

<b>Job Title</b>	GP Assistant
<b>Line Manager</b>	Practice Manager
<b>Accountable to</b>	Practice Manager
<b>Hours per week</b>	37.5

### Job Summary

Patient administration underpins the patient journey and supports clinical teams in delivering high quality patient care and can make a real difference to the patient experience. Effective and efficient patient administration supports management through ensuring a high standard of data quality and by making the best use of capacity and resources.

The postholder will support the smooth running of clinics by performing the more routine administration and clinical tasks, on behalf of GPs, freeing up their time for better patient care and continuity. The overall aim of the position is to help reduce the administrative workload pressures of the wider clinical team, including the GPs so they can focus their time on the clinical care of their patients.

### Mission Statement

- To ensure that expert, compassionate health care is available to all our patients
- To involve our patients in the management of their own healthcare
- By providing excellent health care and health education, to enable our patients to achieve the best possible quality of life for as long as possible.

### Generic Responsibilities

All staff at Redgate and Somerset Bridge Centres have a duty to conform to the following:

#### Equality, Diversity & 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.

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## **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 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.

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 the Deputy Practice 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 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

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ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

## **Service Delivery**

Staff at Redgate and Somerset Bridge Medical Centres 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 Redgate and Somerset Bridge Medical Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

## **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 25 days leave each year, and should be encouraged to take all of their leave entitlement.

## **Primary Responsibilities**

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

The role will mostly consist of an admin-based workload, however there will be a requirement for some clinical duties (full training will be provided). Unless the post holder already holds a GPA skills certificate, it is expected that they will follow an online 6-9 month structured programme completing a portfolio of evidence to gain a GPA Skills Certificate. The portfolio is completed in-house with some protected time and GP and management mentorship. The programme will mainly involve administrative competencies but will include some clinical competencies such as phlebotomy, blood pressure taking, performing ECGs, urinalysis, height & weight etc.

Listed below are the main duties of the GP Assistant. There may be on occasion a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels. The role will require an undertaking and participation of supporting the clinical team.

- Managing incoming clinical post and prioritising for the GP in terms of actions required.
- extracting all information from clinical letters that need coding and adding to notes,

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- Arranging appointments, referrals, tests and follow-up appointments;
- Reviewing tasks and clinical letters sent to GPs prior to actioning.
- Completing basic (non-opinion) forms, and core elements of some forms, for the GP to approve and sign. These might include insurance, mortgage and benefits agency forms, for example;
- Preparing patients prior to being seen by a GP, taking a brief history and basic readings in readiness for their appointment
- Explaining treatment procedures to patients
- Helping the GP liaise with outside agencies e.g. arranging admissions, contacting hospital teams.
- Adhoc typing of referral letters and reports for patients and other clinical correspondence using an audio/digital typing system.
- Assisting with health campaigns and encouraging patients to attend various screening programmes.
- any other duties commensurate with the role that may reasonably be requested by the Partners and the Management Team.
- obtaining patient consent and performing venepuncture in accordance with practice protocols, ensuring samples are correctly labelled, packaged, stored and sent to the laboratory in a timely manner.
- taking blood pressures, urine analysis and undertaking ECGs in accordance with practice protocols,
- Any other delegated duties considered appropriate to the post and requested by the Partners or Management Team.

Person specification can be found overleaf

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<b>Person Specification – GP Assistant</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
English and Maths (Grade C or above)	✓	
Audio Transcription Level 2 or equivalent		✓
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in an administrative post	✓	
Experience of working in a customer care environment	✓	
Experience of working in a health care setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS web user skills experience		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours when the service requires	✓	
Disclosure Barring Service (DBS) check	✓	

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.