Job Description

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| **Post title:** | General Practice Assistant (GPA) – Clacton Primary Care Network (PCN) |
| **Responsible to:** | PCN Clinical Lead |
| **Accountable to:** | PCN Business Manager & Clinical Director |
| **Base:** | Clacton Primary Care Network |
| **Hours :** | 37.5 per week over 5 days (some Saturday work may be required) or part time available |
| **Annual Salary:** | £12.34phr  NHS Pension scheme available. |

**Job summary**

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As part of the Clacton PCN team, the General Practice Assistant (GPA) plays a crucial role in supporting smooth and efficient GP-led patient care. The GPA will undertake both administrative and basic clinical tasks to help free up GP time, allowing GPs to focus more on direct patient care and improved patient outcomes. Working collaboratively across our network of practices in Clacton, you will help ensure patients have a positive, well-coordinated experience.

Clacton PCN is a network of 6 practices: - EastLynne Medical centre (Lead Practice), North Clacton Medical Group, Old Road Surgery, Thorpe surgery, Fronks Road surgery & Harewood surgery. The role of GPA can be placed at any one of the practices. We aim to allocate the role across no more than 2 practices.

**Key Responsibilities**

1. **Administration & Workflow Management**
   * Sort clinical correspondence and prioritise actions for GPs.
   * Redirect relevant post (e.g., to the clinical pharmacist) where appropriate.
   * Extract key information from clinical letters, code data accurately, and update patient records.
   * Arrange patient appointments, referrals, tests, and follow-up appointments.
   * Help prepare patients before they see the GP, including taking brief histories and basic measurements (e.g., blood pressure) as necessary.
2. **Basic Clinical Support**
   * Perform routine tasks such as urine dipstick testing, blood pressure checks, ECGs, and phlebotomy.
   * Provide GP assistance with immunisations and wound care as directed.
   * Explain treatment procedures to patients and address basic questions.
   * Complete standard portions of forms (insurance, mortgage, benefits agency, etc.) for GP approval.
3. **Coordination & Liaison**
   * Liaise with external agencies (e.g., contacting an on-call doctor or hospital to arrange further care).
   * Act as an essential communication link between clinicians, external agencies, and patients within the Clacton PCN network.
4. **Patient-Centered Care**
   * Maintain a respectful and compassionate approach when interacting with patients and carers, always ensuring dignity and confidentiality.
   * Signpost patients to appropriate services within or outside the Clacton PCN where necessary.

**Communication**

* Liaise and interact with multi-professional teams across organisational boundaries, including primary care, social services and secondary care providers according to patient needs and appropriate care pathways.
* Communicate effectively with patients, carers, colleagues, and partner organisations across the PCN.
* Use various communication methods (telephone, email, in-person, electronic tasks) effectively and appropriately.
* Keep GPs and the Practice Manager informed of issues, workload, or any challenges in service delivery.
* Maintain communication with all healthcare professionals and outside agencies to ensure seamless, patient-centre service provision.
* Ensure effective communication so that the patient receives the appropriate level of care and wherever possible to avoid unnecessary hospital admission.
* Communicate effectively with other team members.
* Communicate effectively with patients and carers, recognising their needs for alternative methods of communication.
* Positively communicate advice and guidance about health promotion and lifestyle change.
* Delicately and empathetically discuss sensitive topics.

**Confidentiality & Data Protection**

* Uphold the highest level of confidentiality regarding patient information and practice business.
* Follow local policies and procedures in the sharing of sensitive information, in compliance with GDPR and Caldicott principles.
* While providing care, patients entrust us with sensitive information. It is expected that staff uphold this trust by respecting privacy and confidentiality.
* During normal duties, the post-holder may have access to confidential information about patients, carers, practice staff, and healthcare providers, as well as business-related information regarding the Practice. All such data must be treated as strictly confidential.
* Information may only be divulged to authorised individuals, and only in accordance with Practice policies and relevant legislation on confidentiality and data protection.

**Health, safety and security**

* Adopt a risk-assessment approach to all activities.
* Adhere to Clacton PCN’s Health & Safety guidelines.
* Identify, manage, or escalate any potential workplace risks or hazards.
* Maintain safe and tidy working areas and utilise personal security systems appropriately.
* Report perceived risks to the appropriate, responsible person.
* Adhere to the lone-worker policy when appropriate.
* Ensure patient records are recorded and stored safely according to policy.
* Ensure that patient identifiable information, laptops, and smartcards are transported in line with the information governance policy.

**Quality**

* Alert the Clinical Lead/other team members to issues of quality and risk in the care of patients.
* Work to practice and PCN-wide protocols, policies, and standards.
* Participate in audits and service evaluations as required.
* Contribute ideas and suggestions to enhance service quality and patient experience.
* Ensure own actions are high quality and consistent with clinical governance.
* Practice in accordance with agreed standards of care.
* Enable patients to access appropriate professionals in the team.
* Ensure stock items under your control are replenished or reported, as appropriate.
* Demonstrate effective time and work-load management.

**Personal and Professional Development**

* Possession of a GP Assistant Certificate qualification is required, or the willingness to work toward obtaining this certification.
* Engage in annual performance reviews, maintaining an ongoing record of personal and professional development.
* Take responsibility for personal learning, skill enhancement, and supporting colleagues with similar responsibilities.
* Attend relevant training and inform the lead GP of any concerns or development needs.
* Maintain awareness of professional boundaries and know when to seek further guidance.

**Equality and diversity**

* Recognise, respect, and promote the rights, needs, and beliefs of individuals from diverse backgrounds.
* Foster an inclusive environment that welcomes all patients, carers, and colleagues.
* Respect the privacy, dignity, needs and beliefs of patients and carers.
* Understand basic legal and communication issues regarding abuse, violence, vulnerable adults, substance abuse and addictive behaviours.

**Service Implementation**

* Support the implementation of new policies, procedures, and guidelines within the Clacton PCN.
* Collaborate with the wider PCN team to ensure consistent and coordinated patient care across practices.

**Information processes**

* Record daily activities and information undertaken in an accurate and timely fashion using IT, as appropriate.
* Maintain accurate and contemporaneous electronic patient records on SystmOne/EMIS.
* Maintain the confidentiality of sensitive information relating to patients, relatives, staff and the practice.
* Maintain accurate and contemporaneous electronic patient records on SystmOne/EMIS.
* Omit patient-identifiable information, as appropriate when sharing data.

**Clacton PCN is committed to delivering patient-centered, high-quality healthcare to our local community.** We welcome applications from individuals who are dedicated to helping people live healthier, happier lives and who thrive in a dynamic team environment. If you possess a passion for primary care, excellent communication skills, and a desire to learn and develop, we encourage you to apply and become a valued member of our network.

*This job description is intended as a guide to the role and responsibilities of the post. It may be amended to meet the changing needs of Clacton PCN and in consultation with the post holder.*

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Physical** | Be able to carry out the duties of this post |  |
| **Education/ experience** | Demonstrable administrative and healthcare experience within a GP practice or primary care setting.  patient-facing environment.  Evidence of clinical skills and knowledge  Awareness of patient confidentiality, data protection, and safeguarding principles.  Strong communication skills with the ability to work independently and as part of a multidisciplinary team.  Good organisational skills and attention to detail.  Good understanding of current issues within in the wider NHS  Able to manage own time and prioritise work effectively.  Able to work well with others and deal with the challenges of ever changing and demanding situations.  Willingness to work flexibly in order to deliver clinically effective and cost-effective healthcare.  Willingness to learn and develop.  Act as an autonomous practitioner whilst working within their scope of practice. | Level 3 Diploma in Health and Social Care  Completed healthcare assistant course  Phlebotomy, ECG, and other basic clinical skills.  Working knowledge of GP software systems (e.g., EMIS, SystmOne).  GP Assistant Certificate or equivalent qualification.  Understanding of the Quality Outcome & Investment and Impact Framework (QoF & IIF) |
| **Additional Requirements** | Hold a Full UK driving license  Able to work on own initiative |  |