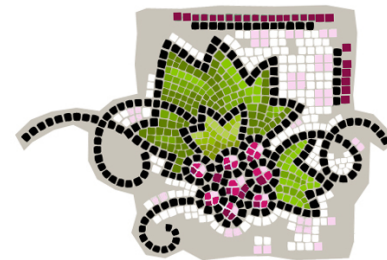


The Vine Medical Centre



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Dr Peter Madi MBBS, MRCGP
Practice Manager: Lindsey Mulcahy BSc (Hons)

Job Description: General Practice Assistant (GPA)

Job Title	General Practice Assistant
Responsible to	Practice Manager & Clinical Team
Base	The Vine Medical Centre
Contract Type	Permanent
Hours Per Week	15
Salary	Dependent on Experience
Holiday Entitlement	25 days per year & Bank holidays pro rata

Job Summary:

To assist GPs with their workload and enable the release of highly qualified clinical staff to concentrate on treating and managing patients. This will be achieved by providing a supporting role to clinicians by carrying out administrative tasks and workflow optimisation to review patient related correspondence delivered into the Practice via the GPA workflow on Docman. The post holder will carefully read through this correspondence, coding areas of importance for the patients' medical record, and request appropriate action where required by an appropriate Health Professional.

The post holder will also undertake repeat prescription management and booking of appropriate medication reviews.

Job Responsibilities:

Services to Patients

- Ensure an efficient, effective and courteous Repeat Prescription Service is provided to patients.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers in relation to repeat prescriptions.
- Help patients to manage their needs, answering their queries and supporting them to make appropriate appointments with the right organisation.
- Provide coordination and navigation for people and their carers across health and care services.

Assisting General Practitioners

- 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).
- Completing any task(s) required by the GP to alleviate their workload.
- Ensuring a "can-do" attitude in the assistance of General Practitioners; taking responsibility and ownership of any task(s) received from the Clinical Team, completing task(s) to a high standard.

Correspondence Management

- Be responsible for electronically sorting all clinical post and prioritising for other healthcare professionals in terms of actions.
- Extracting relevant information from clinical letters and coding patient records accurately.
- Dealing with all routine clinical post directly, e.g. DNA letters.
- Checking action required and where appropriate, arranging appointments, referrals and follow up appointments for patients.
- Signposting workflows to the appropriate healthcare professional for action to be taken, e.g. medication changes to the Clinical Pharmacist.

Repeat Prescriptions

- Undertake prescription request updates in line with Practice protocols and Standard Operating Procedures.
- Process repeat prescriptions updates on a daily basis ensuring compliance with Practice protocols and Standard Operating Procedures.
- Action NOMAD and Electronic Repeat Dispensing update requests effectively and accurately in line with the Practice protocols and Standard Operating Procedures.
- Have a general awareness of common medicines available over-the-counter or via Pharmacy First Scheme.
- Promote the use of EPS and eRD, and be able to set up prescriptions accordingly.
- Be able to challenge prescription requests through the use of the EPS Tracker and EMIS Web.
- Ensure accuracy whilst generating repeat prescriptions and that prescription generated is checked against the request.
- Request blood pressure checks and blood tests to ensure safe prescribing in line with the Practice Protocols and Standard Operating Procedures.

IT

- Be proficient in using the Practice clinical system and relevant modules for repeat prescribing and medicines management, clinical correspondence, and undertaking patient-facing clinics:
 - EMIS Web
 - Workflow Manager
 - AccuRx
 - EPS Tracker
 - Docman 10
 - ICE test requests
 - Label Trace
- Enter patient information on to the computer as required and in accordance with Practice guidelines.

Patient Records

- Ensure that all data is entered in the patient record accurately and efficiently whilst maintaining confidentiality.

Absence Cover:

- To assist in provision of covering the duties of absent members of staff within the Reception & Administrative Team if appropriate; for example answering incoming telephone queries.

Additional Duties:

- Undertake any other additional duties appropriate to the post as requested by the Partners, Practice Manager and Clinical Pharmacist.
- The above list of tasks is not exhaustive and may be subject to change as deemed necessary to meet the changing needs of the Practice and/or PCN.

Core Competencies and Core Functions:

Effective Communication:

- Skills in enquiry and interpretation of information to identify areas of concern or risk.
- Able to give and receive feedback.
- Able to negotiate with colleagues, patients and external providers.
- Report any medication incidents in line with Practice Protocols.

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Managing Information:

- Able to understand risk.
- Able to receive and prioritise information.
- Able to have good attention to detail to analyse patient information and ensure the safe and effective prescribing of medicines.
- Understanding of Data Protection Act.
- Able to implement action points from correspondence.

Protecting Patients:

- Understanding principles of assessment for vulnerable patients.
- Understanding the impact on health of long term conditions including mental health.
- Awareness of high-risk medicines and medicines prone to abuse to minimise harm to patients.

Organising Skills:

- Understanding of multidisciplinary team working and able to network across traditional provider boundaries.

Self -Awareness:

- Be able to work methodically and accurately with the ability to self-motivate, organise and prioritise workload.
- Self-confident in relating to colleagues and patients/GPs.
- Be able to recognise and work within personal limitations and refer onward as appropriate.
- Self-directed in seeking learning opportunities for development.
- Able to reflect on own work and learning.
- Have good time management skills and work in a timely manner to process prescription requests.

Ethical Practice:

- Able to act as a role model for junior staff.
- Understanding of cultural needs of specific populations.

Confidentiality:

- In the course of 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 implement and lead on the management of their own and others' health and safety as defined in the practice Health & Safety policy, the practice Health & Safety manual. This will include (but will not be limited to):

- 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 across clinical and patient process.
- Actively identifying, reporting, and the correction of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas generally clean.

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

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

Personal/Professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment; such training to include:

- Post holder must hold a GP Assistant Certificate qualification.
- 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 updates.
- Inform the Lead GP of any concerns regarding the GPA 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 Practice, and will:

- Alert other team members to issues of quality and risk.
- 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.

Contribution to the implementation of services:

The post-holder will:

- Apply 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.

This job description can be altered at any time, but this must be in discussion with the post-holder.