



JOB DESCRIPTION

Job Title: Healthcare Assistant (HCA)

Reporting to: Practice Nurse Manager

Job summary

To assist the GPs and nursing team in the service delivery and management of patients.

The post holder is responsible for the delivery of essential practice healthcare services care to the practice population. Supported by our Practice Nurse Manager and the nursing team within the practice, they will deliver care within the boundaries of their role, focusing upon supporting patients to be well through health prevention, monitoring of long-term conditions and screening activities.

As an HCA, you will play a vital role in delivering high-quality healthcare services to our patients. You will be responsible for a range of clinical and administrative duties, all of which will help ensure that our patients receive the best possible care in a friendly, patient-centred environment.

Overview of responsibilities

- To carry out a wide range of treatment room duties e.g. wound care, phlebotomy, blood pressure checks, ECGs, injections and immunisations, NHS health checks and urinalysis.
- To provide general and specific health screening/health promotion to the practice population, with referral to the doctors as necessary, in the areas of annual reviews, screening, diet, Smoking cessation and other lifestyle factors, as agreed within practice protocols
- To act as a chaperone as required
- To assist with minor surgery
- To work within the Health and Safety standards in the practice, including infection prevention and control procedures
- Contribute to the improvement of services
- Maintain quality in own work and encourage others to do the same.

- Plan, develop, implement and assess approaches to promote health and well-being
- Management of stock/equipment

Job Description

Main duties of the job

Clinical

- Undertake new patient health checks
- Support the practice nursing team with health promotion programmes
- Carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
- Facilitate routine and 24-hour BP monitoring, advising patients accordingly
- Undertake wound care, dressings and other clinical tasks as required
- Support the practice nurses with the management of chronic disease clinics
- Undertake foot checks for people with diabetes
- Carry out BMI checks as directed
- Act as a chaperone as required
- Phlebotomy
- NHS health checks
- ECG recording
- Flu, Pneumococcal vaccinations and B12 injections under a patient specific direction
- Simple dressings including removal of staples or sutures
- Urinalysis
- Assist GPs in sexual health and coil clinics
- Doppler studies
- Provide support and encouragement to patients to self-manage their conditions as appropriate
- Preparation and processing of laboratory samples i.e. MSU, sputum, faeces

Non-Clinical

- Maintain general tidiness and cleanliness of workspaces
- To have a thorough knowledge of Practice procedures
- Ordering of clinical supplies and vaccinations to maintain stock levels - Vaccine/cold chain storage, monitoring and recording
- Carry out regular stock control of medical equipment in consulting and treatment rooms on a weekly basis
- Maintain accurate and timely records, ensuring the clinical system EMISweb is kept up to date
- A duty to advise the Nursing Team of potential problems or errors within a range of assigned tasks
- Attend and participate in any practice meetings and training when required
- Responsible for own time management
- To assist in seasonal and special projects as requested e.g. Flu campaign
- To undertake any other duties appropriate to the post as required by the Partners, Nursing team or Practice management
- To assist with the Enhance Access clinics (held out of core hours) as appropriate

About us, Watership Down Health (WDH)

Watership Down Partnership is based in Hampshire, one site is on the Hampshire/Berkshire border, in a rural setting, consisting of three separate sites with a list size of 19,300 registered patients. We currently have 16 Doctors and a fantastic knowledgeable nursing team plus supportive reception and administrative teams.

We are an enthusiastic and forward-thinking team of health care professionals and administrative colleagues, committed to multi-disciplinary team working ensuring we provide the best possible care in a friendly, patient-centred environment.

Standard Supply & Maintenance

Report any clinical or environmental issues of concern and take action to rectify these where appropriate.

- Ensure a working knowledge and compliance with Partnership Policies and Procedures
- Check and record fridge temperatures to maintain the cold chain
- Act as the co-ordinator for Supply management
- Check and re-stock GP rooms regularly
- Understand the importance and adhere to infection prevention and control (IPC) issues
- Keep clinical areas clean and free from clutter in line with IPC.

Person Specification

Qualifications

Essential

Good standard of general education

Standard Grade Mathematics & English or equivalent

Desirable

NVQ Level 3 in Health and Social Care and/or Care Certificate or equivalent. Experience of working within a General Practice environment and/or working within a multi-professional team environment.

Relevant qualification in phlebotomy

Practical experience of computerised recording systems

Experience

Essential

Experience of using own initiative

Experience of working with patients

Phlebotomy

Knowledge and Skills

Essential

Good communication skills (written and oral)

IT and keyboard skills

The ability to follow procedures and work to deadlines

Ability to handle situations of potential conflict

Interpersonal skills

Disclosure and Barring Service Check (DBS)

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Health and Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health and Safety policy, the Practice Health and Safety manual, and the Practice Infection Control policy and published procedures. This will 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
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Reporting potential risks identified

Production of performance and quality information

- To ensure that documentation (electronic and paper-based) exists to support performance standards across the full range of performance-based activity – QOF, Enhanced Services, CQC etc.
- To assist in the production of information for clinical audit
- To undertake ad-hoc work related to the performance of the Practice under the guidance of the Practice Manager

Data Quality

- To work within the clinical computer system EMIS Web to improve data quality, using the expertise of other data staff where appropriate
- To use ordering systems for stock requests ie ICE and CCOMS,

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 recognizes 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

Personal/Professional development

The post-holder will participate in any training programmes implemented by the Practice as part of this employment, such training to include:

- 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

This role is considered to be a developmental position, and the jobholder will be encouraged to develop personal and business skills.

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

Communication

The post-holder should recognize the importance of effective communication within the team and will:

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

External communication will be with patients, Integrated Care Board (ICB) and other NHS bodies, and other GP practices and service providers.

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 audits where appropriate

Confidentiality

- While 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 Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

This is not intended to be an exhaustive list of responsibilities, and it is expected that the post holder will participate in a wide range of activities.

This job description is not exhaustive and may be adjusted periodically after review and consultation.

November 2025