

General Practice Assistant (GPA) Job Description

The following job description serves as a guide for GP Practices.

As GPAs will come from different backgrounds, different skill sets and their role as a GPA may differ significantly from a GPA in another practice, there are many factors to be considered by the GP Practice.

Any remuneration or adaption of the job description will be at the discretion of the GP practice and in agreement with the GP Assistant.

Job Title	General Practice Assistant (GPA)
Hours	37 hrs per week
Contract	Permanent (subject to satisfactory probation)
Pay scale	Band 3 – 4 dependent on experience
Line Manager	Practice Manager and/or GP
Job Summary	A GPA will support the GP(s) smooth running of clinics by performing the more routine administration and clinical tasks on behalf of the GP freeing up their time to focus on the patient.
Duties	<ul style="list-style-type: none"> • Sorting all clinical post and prioritising for the GP in terms of actions. Signposting some post to others such as clinical pharmacist etc. • Extracting all information from clinical letters that needs coding and adding to notes • Arranging appointments, referrals, tests and follow up appointments of patients • Preparing patients prior to going in to see the GP, taking a brief history and basic readings in readiness for the GP appointment. • Dipping urine, taking blood pressure, ECGs & phlebotomy • Completing basic (non-opinion) forms and core elements of some forms for the GP to approve and sign such as insurance forms, mortgage, benefits agency forms etc

	<ul style="list-style-type: none"> • Explaining treatment procedures to patients • 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) • Support the GP with immunisations/wound care
Confidentiality	<ul style="list-style-type: none"> • 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	<p>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:</p> <ul style="list-style-type: none"> • 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 and Diversity	<ul style="list-style-type: none"> • 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 • 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	<ul style="list-style-type: none"> • 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 annual updates • Inform the lead GP of any concerns regarding GPA role and any professional development needed • Be aware of own professional boundaries and what to do when you have reached them
Quality	<p>The post-holder will strive to maintain quality within the Practice, and will:</p> <ul style="list-style-type: none"> • Alert other team members to issues of quality and risk • Work to practice protocols

	<ul style="list-style-type: none"> • 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	<p>The post-holder should recognise the importance of effective communication within the team and will strive to:</p> <ul style="list-style-type: none"> • 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	<p>The post-holder will:</p> <ul style="list-style-type: none"> • 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