

# Job Description: General Practice Assistant



## Introduction

The General Practice Assistant role (GPA) is an enhanced administrative role, with some basic, clinical elements. The role can be flexed to suit general practice requirements, but any clinical duties undertaken must be **covered by the practice governance and associated liability insurance/arrangements**.

There are many factors for the GP practice to consider as GPAs will come from different backgrounds, with different skill sets, and their role in the practice may differ significantly from a GPA role in another practice.

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

<b>Job title</b>	General Practice Assistant (GPA)
<b>Hours</b>	37 hours per week
<b>Contract</b>	Permanent (subject to satisfactory probation)
<b>Pay scale</b>	Band 3 – 4 dependent on experience
<b>Line Manager</b>	Practice Manager  Accountable to GP for clinical components of the role
<b>Job Summary</b>	The General Practice Assistant will support the smooth running of clinics by performing the more routine administration and basic clinical tasks on behalf of the GP, freeing up their time to focus on the patient.  The GPA must ensure that they work within and recognise their scope of practice, escalating any concerns to the GP.

<p><b>Duties</b></p>	<ul style="list-style-type: none"> <li>• Sorting all clinical post and prioritising for the GP in terms of actions. Signposting some post to others such as clinical pharmacist etc.</li> <li>• Extracting all information from clinical letters that needs coding and adding to notes.</li> <li>• Arranging appointments, referrals, tests and follow up appointments of patients.</li> <li>• Supporting GP with basic observations as required e.g., dipping urine, taking blood pressure, ECGs &amp; phlebotomy.</li> <li>• 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.</li> <li>• Explaining treatment procedures to patients as requested by the GP.</li> <li>• 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).</li> </ul>
<p><b>Confidentiality</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>

<p><b>Health and Safety</b></p>	<p>The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health &amp; Safety Policy, to include:</p> <ul style="list-style-type: none"> <li>• Using personal security systems within the workplace according to Practice guidelines.</li> <li>• Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.</li> <li>• Making effective use of training to update knowledge and skills.</li> <li>• Using appropriate infection control procedures and maintaining work areas in a tidy and safe way and free from hazards.</li> <li>• Reporting potential risks identified.</li> </ul>
<p><b>Equality and Diversity</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.</li> <li>• Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.</li> <li>• 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.</li> <li>• Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.</li> </ul>
<p><b>Personal/ Professional Development</b></p>	<p>The post holder should:</p> <ul style="list-style-type: none"> <li>• Either hold or be willing to undertake a GP Assistant Skills Certificate qualification.</li> <li>• Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in regular supervision provided by a named/duty senior/more experienced clinician regarding clinical elements of the role and/or issues arising in the practice.</li> <li>• Take responsibility for own development, learning and performance and demonstrate skills and activities to others who are undertaking similar work.</li> <li>• Attend all relevant annual updates.</li> <li>• Inform the lead GP of any concerns regarding the GPA role and of any professional development needed.</li> <li>• Be aware of own role boundaries and what to do when you have reached them.</li> </ul>
<p><b>Quality</b></p>	<p>The post-holder will strive to maintain quality within the Practice, and will:</p> <ul style="list-style-type: none"> <li>• Alert other team members to issues of quality and risk.</li> <li>• Work to practice protocols and procedures.</li> <li>• Assess own performance and take responsibility for own actions and be accountable for their own practice.</li> <li>• Work under direct or indirect supervision, as appropriate to the task being carried out.</li> <li>• 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.</li> <li>• Work effectively with individuals in other agencies to meet patients' needs.</li> <li>• Effectively manage own time, workload, and resources.</li> </ul>

<b>Communication</b>	The post-holder should recognise the importance of effective communication within the team and strive to: <ul style="list-style-type: none"><li>• Communicate effectively with other team members.</li><li>• Be familiar in all mediums of communications such as email, tasks, telephone etc.</li><li>• Communicate effectively with patients and carers.</li><li>• Recognise people's needs for alternative methods of communication and respond accordingly.</li><li>• Communicate effectively to outside agencies.</li><li>• Communicate clearly with their lead GP.</li></ul>
<b>Contribution to the implementation of services</b>	The postholder will: <ul style="list-style-type: none"><li>• Apply Practice policies, standards and guidance.</li><li>• Discuss with other members of the team how the policies, standards and guidelines will affect own work.</li><li>• Participate in audits where appropriate.</li></ul>