

WAREHAM SURGERY JOB DESCRIPTION

JOB TITLE:	PHLEBOTOMIST
REPORTS TO:	LEAD PRACTICE NURSE (Clinically) DEPUTY PRACTICE MANAGER (Administratively)
HOURS:	10 hours per week

Job Summary:

Working under the direct supervision of the Lead Practice Nurse and strictly in accordance with specific practice guidelines and protocols, the phlebotomist will assist the practice clinical team in the provision and delivery of venepuncture.

Duties and Responsibilities:

- Carry out venepuncture safely
Responsibilities include: Checking requests carefully, checking patient's identification, checking equipment, drawing blood, labelling bottles, checking venepuncture site.
- Liaise with and assist other members of the team to provide a support service to the Primary Care Team in their professional role.
Duties include: Liaise with Lead Practice Nurse and Line Manager re clinic times, appointments, holidays etc.
- Where relevant take patient blood pressure.
- Where relevant check patient weight and height
- Update patient Medical Record.
Each sample, BP and weight to be recorded on System1.
- Record information and communicate specified information to various members of the Primary care team as directed by Practice Procedures.
Current examples are: Notifying GP/Nurse/Practice Manager of significant patient issues.
- Assist in recall of patients.
- Book patients in for phlebotomy.
- Maintain patient confidentiality at all times.
This requires that patient issues are only discussed with professionals within the Practice and are never discussed outside the Practice.

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 assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

WAREHAM SURGERY JOB DESCRIPTION

- 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:

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 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 programme 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.
- Undertaking all mandatory training when require.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

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 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.

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.

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PERSON SPECIFICATION

POST: Phlebotomist

<i>ATTRIBUTES</i>	<i>ESSENTIAL</i>	<i>DESIRABLE</i>
KNOWLEDGE	English Language	Awareness of Data Protection Act
SKILLS	Dealing with patients appropriately. Pleasant and articulate.	
QUALIFICATION and/or EQUIVALENT EXPERIENCE	Dealing with the Public Certificate of Competence Working within the Practice	
APTITUDE	Able to work under pressure Able to work in a changing environment. Able to use own initiative	
ATTITUDE	Care and respect for patients and their right to confidentiality. Team Player Personal integrity and loyalty	