



Practice Managers
Association



PMA Medical Administrator/GP Assistant – City & Guilds Level 3 Diploma in Business Administration

The applicant will work collaboratively within the Practice Team, undertaking tasks and duties under indirect supervision or delegated by senior professionals. The General Assistant Practitioner will provide a supportive/ educational role model for junior members of staff and is expected to be directly involved in meeting their training needs. The GPA will be a point of contact for junior members of staff and will be able to liaise between themselves and the Lead Practice Nurse. They will work with the Practice Team to meet the needs of patients, following policy, protocols and procedures within their scope of practice.

Entry Requirements

It is expected that the candidate will have a minimum of 5 GCSEs at Grade C or above. However, for long-standing employees, evidence of the ability to work at a Level 3 standard will be considered as an entry requirement.

Induction

This will include an initial assessment and is sector specific, the initial assessment will cover:

- Understanding of medical ethics and its impact on a role within a GP practice.
- Understanding the safeguarding implications of working within a GP practice.
- A skills-scan to consider any prior learning that can be credited.

Key Responsibilities

Clinical skills- health and wellbeing:

1. Undertake record and follow guidelines for the tasks for which you have received appropriate training.
2. Ensure urinalysis, pathological samples for investigation are collected and dispatched to the Lab efficiently and appropriately.



3. Undertaking clinical measurements and recording these following routine presentations. With appropriate training and competency achieved, these will include;
 - Venepuncture
 - ECGs/ Cardio call
 - BP/ Pulse, Rhythm/ Height, Weight, BMI
 - HBPM/SCBPM
 - Peak Flow Measurements/Spirometry
 - New Patient /NHS Health Checks
 - Catheterisation
 - INR testing
 - Smoking Cessation
 - Flu/ Pneumonia vaccinations
 - B12 injections
 - Doppler assessments / Measurements and prescribing Compression Hosiery
 - Staple/Clip/Suture removal
 - Basic wound care/selection of approved dressings from formulary, following a care plan.
 - Ear irrigations
4. Prepare, maintain environments and equipment always during patient care interventions.
5. Assisting the regulated professional during clinical procedures: coils/ implants/surgical interventions/catheterisations.
6. Assist in raising awareness of health and well-being and how it can be promoted.
7. Willingness to undertake additional roles following appropriate training and competency achieved.
8. Give accurate and appropriate information to patients and groups within own competence.
9. Where appropriate, provide support and encouragement to patients to self-manage their conditions.
10. Have a basic understanding of long term conditions, including diagnostic interventions, treatments and the principles of care and self-management by undertaking regular reviews.
11. Support the Lead Nurse, plan, develop and implement the management of clinics. Recruit new staff to meet the service needs.
12. Plan, develop and implement health promotion activities as appropriate to improve lifestyle outcomes for our Practice population.
13. To administer the influenza, pneumococcal and B12 injections under indirect supervision of a Healthcare professional and PSD (patient specific direction).

14. Management of emergency situations, to level of competency/ training, enlisting appropriate assistance as per Honiton protocols/Resus Guidelines.
15. Triage Administration
16. Health Navigation
17. Focus on Health Promotion
18. Computer literacy – EMIS-System One-Evolution-System One

Communication

1. Communicate effectively with patients and carers. Recognising their needs for alternative methods of communication and in specific clinical situations.
2. Communicate effectively with other members of the Team and act with appropriate attitude and behaviour in the work place. To be a role model for junior members of the Nurse Team.