

Wyre Forest Health Partnership; working together across five sites, one valued and committed team, combining innovation and integrity to provide the best possible quality of care for our ..

JOB DESCRIPTION

JOB TITLE:	Phlebotomist
REPORTS TO:	Site Manager
SITE:	Working across WFHP Sites
HOURS:	37 hours per week
SALARY:	Dependent upon experience

Job Summary

To support the Doctors and practice nursing team in the delivery of phlebotomy services, delivering care within their scope of practice to the entitled patient population.

- Checking patient identification against GP/Nurse requests and confirming patient agreement to the procedure requested. Procedures to include Venepuncture and Chaperoning as required
- Ensuring all specimens are in appropriate containers, accurately labelled and bagged ready for collection by the courier
- Safely disposing of sharps, spillages and other clinical waste
- Replenish stocks and equipment in consulting and treatment rooms as necessary, including monitoring expiry dates
- Maintaining a high level of hygiene within own work area, ensuring that all equipment is kept clean and in good working order and reporting any problems identified
- Maintaining and updating patient records in accordance with Practice procedures
- Notifying the GP/Nurse of any significant patient issues or other anomalies
- Liaising with and assisting the wider Practice Team as required to ensure a quality service
- Attending clinical team and Practice meetings as required
- Other related tasks as may be required, providing appropriate training has been given

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 implement and lead on the full range of promotion and management their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
- 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 across the business
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Routine management of own team / team areas, and maintenance of work space standards

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 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
- 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize 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

Person Specification – Fraitly Nurse

Experience:	Essential	Desirable
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Experience of working in a GP Practice
Qualifications:	Essential	Desirable
	<ul style="list-style-type: none"> • GCSE grade A to C in English and Maths or equivalent • 	<ul style="list-style-type: none"> • Qualified in Phlebotomy
Knowledge:	Essential	Desirable
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Working in a GP Practice •
Skills:	Essential	Desirable
	<ul style="list-style-type: none"> • 	
Other:		
	<ul style="list-style-type: none"> • Self-directed practitioner • Highly motivated • Flexibility • Enthusiasm • Team player • Ability to work across boundaries 	