

GP Assistant

Closing date: 31st May 2025

Are you looking for an exciting new challenge within General Practice? The successful candidate will play a key role in the delivery excellent patient care at Three Chequers Medical Practice.

Location: Salisbury City, Winterslow & Porton

As part of this exciting new role the post-holder will work within the Care Navigation team alongside the Reception Team to provide coordination, administration and support to the Clinical teams. The successful candidate will be responsible for signposting requests to the appropriate clinical team or service provider. The post holder will be required to perform administrative duties such as arranging appointments, referral and completing tasks combined with clinical duties such as basic observations, phlebotomy, ECGs & taking Dermoscopy images.

The successful candidate should have excellent communication skills in order to develop key relationships with both Clinical and Non-Clinical staff. The GP Assistant should be capable of managing their own workload as well as being capable of encouraging and supporting colleagues to achieve their own workload. You will be provided with detailed care navigation training which, paired with our bespoke telephone system will enable candidates to direct patients to the appropriate service in a timely manner.

We have a full-time position available across Monday - Friday between the hours of 8.00am and 6.30pm and be willing to work a Saturday 8.30am - 5.00pm on a pro-rata basis. For this position you will need to have a full clean driving licence with access to a car as you may need to work at our branch sites.

What we can offer:

All new employees will receive a detailed induction and training programme as well as a mentor to guide you through your transition into General Practice

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rata basis

Opportunities for career development and progression

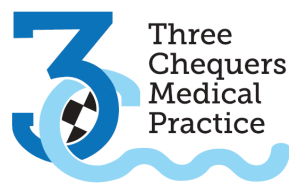
Staff training and away days

How to apply:

Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries.

For more information about these positions please visit our website www.3chequers.co.uk/staff-vacancies or collect an application form from Endless Street Surgery.

We look forward to receiving your application.



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area. We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 10 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at www.3chequers.co.uk

Job Description

Job Title:

GP Assistant

Reporting to:

Practice Manager / Development Manager

Job Responsibilities:

The Post holder will work within the Care Navigation Team alongside the Reception Team to provide coordination, administration and support to the Clinical Teams

- Care Navigation of incoming Online Consultation requests. Signposting requests to the relevant members of the Practice clinical team and where possible signposting/referring patients to outside organisations.
- Developing and maintaining an in-depth knowledge and understanding of the services provided in the practice and in the wider health community and be able to use this knowledge to guide the patient to the service, which is most likely to meet their needs, whether inside or outside the practice
- Identify potentially serious problems and bring those to the immediate attention of the correct clinician
- Arranging appointments, referrals, tests and follow up appointments of patients as required.
- Supporting GP's with basic observations as required e.g., dipping urine, taking blood pressure, recording temperatures, ECGs, Phlebotomy & taking Dermoscopy images
- Managing incoming clinical correspondence to identify and follow up on actions required.
- Identifying coding requirements within incoming clinical correspondence and adding appropriate codes to patient medical records.
- 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).
- Chaperoning duties
- Helping to raise awareness of health and well-being and how it can be promoted
- Assisting with the collection and collation of data on needs related to health and well-being
- Providing eligible patients with NHS Health Checks and arranging any follow ups tests/reviews with the appropriate clinician
- Assisting with the LQM system
- Offer Smoke Stop Clinics

Administration and professional responsibilities:

- Ensure accurate and legible notes of all consultations and treatments are recorded in the patients notes
- Ensure the clinical computer system is kept up to date with accurate details recorded
- Ensure accurate completion of all necessary documentation associated with patient health care and registration with the practice
- Attend and participate in practice meetings as required
- Restocking and maintenance of clinical areas and consulting rooms
- To assist in seasonal and special projects as requested e.g. flu campaign
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice
- Understand own role and scope, and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working

Management of appointment system:

- Ensure total familiarity with all appointment systems including regular and incidental variations
- Book appointments and recalls ensuring sufficient information is recorded to enable retrieval of the medical record

Any other delegated duties considered appropriate to the post**Special requirements for the post:**

- An understanding, acceptance and adherence to the need for strict confidentiality
- An ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to patients' enquiries and requests while adhering to practice limitations
- An understanding and acceptance of one's capabilities and awareness of own limitations
- Ability to work without direct supervision and determine own workload priorities
- Basic keyboard and computer skills
- Flexibility of working hours
- Excellent communication skills

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 manage their own and others Health and Safety and infection control as defined in the practice health and safety policy, the practice Health and safety manual, and the practice infection control policy and published procedures. This will include (but not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Responsible for the correct and safe management of the specimen's process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
- Ensure appropriate use of Personal Protective Equipment (PPE) when required
- Responsible for own hand hygiene
- Working within the guidance of the infection control and clinically based patient care protocols and helping with implementation of those protocols across the practice.
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed, and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process.
- Making effective use of training to update knowledge and skills, and to share, initiate and manage the training of others across the full range of infection control and patient processes
- Safe management of sharps procedures including training, use, storage and disposal

- 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, sterile, 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 managers
- Undertaking periodic infection control training (minimum twice annually)
- Waste management including collection, handling, segregation, container management, storage and collection
- Spillage control procedures, management and training
- Decontamination control procedures, management and training, and equipment maintenance
- Maintenance of sterile environments

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
- 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

Other:

This involves:

- Carrying out other duties that are required within the role as it evolves within the development of the organisation
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises
- These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work
- If the additional responsibility or task becomes regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff

No Job Description can give a complete account of all aspects of the post. Therefore, from time to time, the demands of the organisation will require adjustments in the responsibilities of the post. No such adjustments however, may be made without the agreement of the Partnership or without full consultation with the post-holder. Please sign and date this document to confirm its accuracy at the present time.

Job holder:

Date:

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

Please sign and date this document to confirm its accuracy at the present time.

Job holder: Date:

Practice Manager: Date: