

**Phlebotomist**

Based at: Eden Medical Group and Warwick Square Group Practices

Hours: 37.5 full-time

Salary: £18,000 - £19,200 WTE (depending on experience)

A new role has arisen for a Phlebotomist to join North Cumbria Primary Care based at Eden Medical Group and Warwick Square Group Practices in Carlisle. The role will support both practices with delivering excellent patient care in accordance with NCPC values and beliefs.

**Job summary:**

Working under the direct supervision of the lead practice nurse and strictly in accordance with specific practice guidelines and protocols, the post-holder will be responsible for performing venepuncture to obtain blood samples from patients as the result of a direct referral from a GP or nurse practitioner.

**Duties and responsibilities:**

* Ensuring that the patient is as comfortable and relaxed as possible and confirming their agreement to the collection of a blood sample
* Collection of sample(s) of blood in accordance with training and procedures
* Ensuring samples are stored in appropriate containers
* Accurate, legible labelling of all samples to confirm patient identity
* Checking patient identification against GP/nurse request and confirming with patient whenever possible
* Recording collection of blood sample in patient record in accordance with practice procedure
* Ensuring that samples are dispatched to the appropriate laboratories in a timely fashion
* Ensuring that anomalies are reported to a senior member of staff
* Notifying the GP/nurse of any significant patient issues
* Liaising with and assisting members of the administrative team

**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 a full range of promotion and management of their own and others’ health and safety and infection control 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):

* 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 specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
* Management and maintenance of Personal Protective Equipment (PPE) for the practice, including provision, ordering, availability and ongoing correct usage by staff
* Responsible for hand hygiene across the practice
* Ownership of infection control and clinically based patient care protocols, and 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 initiate and manage the training of others across the full range of infection control and patient processes
* Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand-cleansing facilities, wipes etc. are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
* Safe management of sharps procedures, including training, use, storage and disposal
* Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
* 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 other sector managers
* Undertaking periodic infection control training (minimum twice annually)
* Routine management of own team / team areas, and maintenance of work space standards
* 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
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**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 that 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

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| NCPC | | |
| Phlebotomist - Person Specification | | |
|  | **Essential** | **Desirable** |
| **Academic/**  **Vocational Qualifications** | * 5 x GCSE’s including maths and English or equivalent * A demonstrable commitment to professional development | * Previous experience of working in a Phlebotomy role * Qualifications and certificates in Health and Social Care – or working towards |
| **Experience** | * Previous experience working in General Practice or other health care provider * Experience with dealing with the public/patients * Meeting Quality Targets * Use of Microsoft Office | * Previous experience within a health care role * Experience in EMIS Web, label trace systems |
| **Knowledge/ Skills** | * Excellent communication skills * Good written communication skills, clear concise record keeping * IT Skills * Time management, able to prioritise and organise own workload | * Trained in phlebotomy and infection control |
| **Qualities/ Attributes** | * Excellent people skills, friendly and caring and able to deliver high standards of patient / customer care * Able to demonstrate enthusiasm to develop skills * An understanding, acceptance and adherence to the need for strict confidentiality * Ability to use own initiative, judgement, resourcefulness and common sense * Ability to work without direct supervision and determine own workload and priorities * Ability to work as part of an integrated multi- skilled team * Pleasant and Articulate * Able to work under pressure and remain calm * Caring, empathetic, discreet and has the integrity to handle difficult situations * Able to work in a changing environment and can adapt well to change |  |
| **Other** | * Flexibility of working hours / ability to work at desired times which includes working extended access, late evenings, weekends to cover 7 day operation * To cover holidays and sickness | * Car Driver – Clean Licence * Experience of Primary Care |