

Job Description

Job Title	GP Assistant (Maternity Cover)
Reports To	Admin Lead and Senior Partner
Hours	30 to 37.5 per week
Rate of Pay	£13.25 per hour
Contract Term	Fixed – 12 months

Overview

To support the smooth running of clinics by performing the more routine administration and some clinical tasks on behalf of the GP, freeing up their time to focus on patient care.

Primary responsibilities

- Act as a key liaison between the admin team, NHS services, and patients to promote safe and efficient care.
- Arrange appointments, referrals, tests, and follow-up appointments.
- Prepare patients prior to seeing the GP through ensuring the patient has everything they need and is aware of the need to provide accurate and concise information to the GP.
- Complete basic factual (non-opinion) forms and core elements of some forms for the GP to approve and sign, such as insurance forms, mortgage forms, benefits agency forms, etc.
- Explain treatment procedures to patients.
- Help the GP liaise with outside agencies, e.g., calling on-call consultants for advice or to arrange admission while the GP continues their consultation.
- Sort all clinical post and prioritise for the GP and signpost to other members of staff when appropriate.
- Extract information from clinical letters that needs coding and adding to notes.
- Assist the management and uploading of information relating to safeguarding documentation and audit.
- Monitor emails relevant to the GP and patient care.
- Monitor and assisting the GPs in managing, prioritising, and actioning tasks.

Competency Reflection and Awareness

- Track and record evidence of experience against the national competency framework.
- Inform the Admin Lead and/or Senior Partner of any concerns regarding the role and request professional development as needed.
- Be aware of own professional boundaries and what to do when they are reached.

The above list of responsibilities is not exhaustive, and the post-holder may be asked to perform other duties. These may vary from time to time but will not change the general character of the post or the level of responsibility.

General responsibilities

Confidentiality

- Treat all information learned in the course of employment regarding patients, colleagues, and business information as strictly confidential.

Health and Safety

- Assist in promoting and maintaining the health and safety of themselves and others.
- Follow infection control procedures and maintain clean and tidy work areas.
- Report potential hazards and risks immediately when identified.
- Undertake annual infection control training.

Organisational Protocols

- Adhere to all organisational protocols.

Equality, Diversity and Inclusion

- Support the equality, diversity, and inclusion of all patients, carers, and colleagues.
- Treat all patients, carers, and colleagues with dignity and respect.

Personal and Professional Development

- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Complete all mandatory training.

Quality

- Maintain quality within the practice.
- Alert team members to issues of quality.
- 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 others to meet patients' needs.
- Effectively manage own time, workload, and resources.

Communication

- Communicate effectively with patients, carers, and colleagues.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Data Protection and Security

- Adhere to data protection policies.